**CURRICULUM VITAE**

 **Mohammad Yakub Rizwan,**

7-7-55, Ujilibase Street,

Hanamkonda, Warangal,

Telangana,

India, 506001.

**OBJECTIVE**

Being a committed team player, want to be a part of a renowned organization, to contribute towards the growth of the organization, based on my expertise and to further my personal capabilities by learning from the exposure with in the structured framework of the organization.

**EDUCATIONAL QUALIFIFCATION**

* SSC (10th): - From B.S.E.T.S Board in 2014 from to Rosy High School with 87%.
* HSE (12th): - From B.I.E board in 2017 from Sri C.V Raman Junior College with 79%.
* BBA in 2020 From Arunodaya Degree College Affiliated to Kakatiya University with 80%.
* MBA in 2023 From Vaagdevi College Affiliated to Kakatiya University with 75%.

**OTHER QUALIFICATIONS**

* MS Office Certification in **Word,Excel,Power Point…**
* English House Academy Certification in **English**.
* NAC Certification in **Construction**.

**PROFESSIONAL EXPERIENCE**

* **Organization**: -Mahindra & Mahindra Pvt. Ltd.
* **Position**: - Cashier,Accounts.
* **Period: -**  April 2020 – Present
* **Job description: -**
* Coordinated shipping requests for expedited delivery and documented accurately to ensure core billing.
* Ensured account invoicing through collaboration with Payments department.
* Investigating and resolving complaints of payment related queries from the customers through E-Mails.
* Ability to apply common sense understanding to carry out instructions furnished in written or diagram form.
* Analyses team and individual statistics while maintaining QA.
* Manage team for maintaining queue Zero with Good Quality.
* Responsible for managing client’s individual web portals for account related updates.
* Updating customer information in the database after closing the ticket for future reference.

**PROFESSINAL EFFICIENCIES**

* Adapting expertise with the changing environment.
* Diligent, target-centric and result oriented.
* Efficient in sorting out instantaneously all kinds of shipping and logistics related complaints of the customer.
* Ability to cope up with different situations.

**Interests**

Mostly found of learning new languages,Skills.

I would like to travel towards nature

**OTHER PERSONAL DETAILS**

* **Father’s Name:** Mohammad Kabeer**,**
* **DOB**:- 8th December 1997
* **Gender**: Male
* **Marital Status**: - Single
* **Languages known:** 1. English 3. Telugu

2. Hindi 4. Urdu

5. Arabic (Read Only).

**COMMUNICATION DETAILS**

Email**: -** myr19970@gmail.com

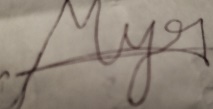
Mobile Number: - 8801444725

Alternate M No: - 9010783250

**DECLARATION**

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

**Place**: - Warangal **Signature**



**Date**: - Mohammad Yakub Rizwan.