

# **RESUME**

## **Shaik Abdus Samad**

Mobile number:7799879779  
Email: [shaiksamadgalaxy@gmail.com](mailto:shaiksamadgalaxy@gmail.com)

Hno:17-1-376/1,santosh nagar colony  
Hyderabad 500 059

### **CAREER OBJECTIVE:**

Looking forward to associate myself with an organization for a challenging career, which will provide opportunities for continuous growth and advancement to share, contribute and upgrade my knowledge for self development and organization. I have a very good command over English and Hindi. Experienced in dealing with Indian as well as international clients and giving technical support to company's clients

### **EDUCATION QUALIFICATIONS:**

<b>Course Completed</b>	<b>University / Board</b>	<b>Name of the Institution</b>	<b>Year of Completion</b>	<b>Percentage</b>
Degree (B.com) Computers	Osmania university (Distance)	Shadan Degree College	2017	Persuing
Intermediate(10+2)	Board of Intermediate Education	M.S Junior College	2013	70%
ICSE	Indian Certificate of Secondary Education	Mukkarram Jah High School	2011	70%

### **STRENGTHS:**

- Quick Learner.
- Self-Motivation.
- Good communication
- Fluent in English and Hindi.

## **Professional Skills:**

- PGDCA
- Typing 65w.p.m (Typing Higher)
- Computer Skills (specialization in animation)
- Ms Office

## **PERSONAL PROFILE:**

**Name:** Shaik Abdus Samad

**Date of Birth** : 21/11/1995

**Gender** : Male

**Marital Status** : Unmarried

**Hobbies** : Animation

**Languages Known** : English,Hindi,Telugu and Urdu

## **WORK PROFILE:**

Working in Next Education Pvt.Ltd **since 24 March,2015**

### **Next Education India Pvt Ltd**

Next Education is a fast growing, technology driven company revolutionizing the education system in India. We create cutting-edge products for the education sector that make learning and teaching easier, more fun, and more effective.

The "NEXT" learning architecture is an experiential education model designed as a blend of our extensive research within the Indian market segment and contemporary international learning design principles.

Address:8-2-269/A/2/1-6, 4th Floor, East Wing, Sri Nilaya Cyber Spazio, Road No: 2, Banjara Hills, Beside Maruthi Suzuki Showroom, Near Jubilee Hills Checkpost, Hyderabad, Telangana 500034

040 4436 9999

### **Tech Associate:**

- Handling Management Client issues (Hardware, Software and Documentation in CRM)
- Handling escalations calls like Online Transaction payments, Demo Playing, convincing the customers and educating them about the advantages and benefits about the product.
- Presentations and monitoring the team members/New recruits – process related.
- Mentoring the associates and providing training in the areas required.
- Suggesting new features and options to make the site more user friendly.
- Addressing E-mails.
- Remote Access: - Teamviewer & Ammyy.
- Logistics:- Shipment Deliveries and Handling Issues.
- Ensuring reverse logistics from clients (damaged/replacement hardware)
- To deal with 10,000 learning modules, each of our modules has been designed using contemporary learning design principles and undergone rigorous testing on and off the field

### Achievements:

Best employee for the month of June, August ,September

Salary:1,50,000 per year

### **DECLARATION:**

I hereby confirm that all the information provided above is true and trustworthy.

Place:

Date:

(Shaik Abdus Samad)