

Hussain Bhanpurawala

CONTACT

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WORK EXPERIENCE

Etech Inc.

April 2015 — Present

Quality Analyst

§Analyzing the sentiments of customers expressed in the survey and annotating it accordingly

§Providing Tier 1 support to elite clientele who face any issues with filling out the surveys while taking extreme care that no errors are made in response sent.

§Providing support to the Medallia clients who use Medallia and their reporting application for their feedback surveys

QX KPO Ltd

Oct 2014 — April 2015

Compliance Support Officer

§Pre Screening the prospective doctors and nurses for hospitals

§Setting up interviews after checking the required skill set and qualifications for doctors and nurses

§Co ordinating with interviewers and setting up interview schedules

Etech Inc.

December 2012 — October 2014

Tier 1 Support Executive

ØFor Time Warner Cable

§Providing customer service to clients of Time Warner Cable via chat.

§Resolving the billing related issues of customers

§Helping customers in changing their packages for Cable, Internet and Home Phone

§Troubleshooting technical issues related to Cable, Internet and Home Phone

§Setting up technician visits to resolve major technical issues

§Helping the customers to choose best packages for Cable, Internet and Home Phone

ØFor Verizon

§Generating revenue by increasing sales for Cable, Internet and Home Phone

§Helping new customers choose the best packages amongst the available packages to suit their needs

§Helping existing customers to change their packages to include new services.

§Resolving billing queries of customers

Azure Knowledge Corporation

March 2012 — December 2012

Financial Data Analyst

§Helping clients reduce their mortgage rates

§Liaising with the Loan Officers to develop financial plans for the clients

§Helping clients in refinancing their existing mortgages

§Providing reverse mortgages to clients

EDUCATION

Bachelor's of Business Administration

April 2009 — March 2012

N R Institute of Business Administration (Gujarat University)

H.S.C

April 2007 — March 2009

Best Higher Secondary School (Gujarat Board)

S.S.C

— March 2007

Jamaaly English School (Gujarat Board)

SKILLS AND STRENGTHS

Computer Skills:

Operating Systems: Windows, XP, VISTA

Packages Known: MS Office (Word, PowerPoint, Excel), Desktop Publishing.

Accounting: Tally 9

Additional Skills:

- Negotiation Skills
- Problem Solving Skills
- Good typing Speed

Strengths:

- Good in team work
- Passionate & Dedicated towards work
- Ability to adapt to changing environment
- Self motivated
- Smart and Hard worker

INTERESTS

Extra Curricular Activities

- Participated in Cricket Tournaments in School level.
- Participated in a Debate, Quiz, Case Analysis, Presentation Competitions.

REFERENCES

References available upon request.