

# Mohammed Chand Khan

Mumbai | khanc8137@gmail.com | 9834906642

Motivated professional with experience in web development, social media management, customer service, and e-commerce operations. Skilled in HTML, CSS, JavaScript, and WordPress, with a strong focus on problem-solving, coordination, and attention to detail. Adaptable and committed to delivering value in any work environment.

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## Skills

**Technical:** HTML, CSS, JavaScript, WordPress, Figma, Canva

**Tools & Productivity:** Microsoft Excel, PowerPoint, Word

**Core Competencies:** Effective Communication, Team Collaboration, Problem Solving, Attention to Detail, Time Management

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## Experience

### CSA (Non-Voice) Operation Executive – E-commerce

Teleperformance Pvt. Ltd.

Nov 14 – Present

Managed Purchase Orders (PO) via portal/email and coordinated approvals with Brand Manager.

Handled stock fulfilment, booked appointments, and entered orders in SAP.

Shared PO details with CFA, arranged transport, and tracked deliveries to fulfilment centres.

Maintained trackers and reports, including PO status, stock, RTV, and primary reports.

### Social Media Executive

Cradlearn Pvt. Ltd.

Jul 7 – Sep 5, 2022

Executed daily tasks and managed brand presence across social media platforms.

### MERN Stack Developer Intern

Zidio Development (Remote)

Jun 1 – Aug 31, 2022

Developed full-stack projects like Job Portal and Resume Builder using the MERN stack.

### Web Development Intern

CodSoft (Remote)

Mar 1 – Mar 31, 2022

Built projects including landing pages, a personal portfolio, and a calculator.

### Customer Service Associate

Niftel Communications Pvt. Ltd.

Jul 27 – Nov 30, 2021

Acted as a sales advisor, generating leads and resolving customer queries.

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## **Education**

### **Bachelor of Management Studies (BMS)**

Shri L.P. Raval College of Management and Mass Media | 2018 – 2021

CGPA: 7.98 / 10

### **Higher Secondary Certificate (HSC)**

Marceline Jr. College of Arts, Science & Commerce | 2016 – 2018

Score: 71.08%

### **Secondary School Certificate (SSC)**

Michael High School | 2016

Score: 77.20%

## **Certificate**

Zidio Web Development Internship & Training Certificate, 2024

CodSoft Web Development Internship Certificate, 2024 My APSSDC Figma Web Design Course Certificate, 2024.

Google Digital Marketing Certificate, 2020.