

Irfan Nooruddin Shaikh

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CAREER OBJECTIVE:

To obtain a position that enables me to use my strong organizational skills, educational background, and ability to work with people.

Professional Experiences:

Organization	: EPACS Training Institute, Pune
Duration	: From 1 March 2023 To till date.
Designation	: Founder & CEO
Job Description	<ul style="list-style-type: none">: To teach students how to speak English fluently and confidently.: To conduct speaking exercise, discussions, role-plays, and other interactive Activities.: To design and prepare tailored lesson plan.: To create a positive learning environment.: To provide support to learners.: Conducted “Business Communication Programme” for 31 hours at D.Y. Patil International College, Akurdi, Pune.: Conducted a programme on “Employability Skills Development” at EPACS Training Institute for Marine Students.: Conducted sessions on IELTS (SLRW) for exam preparation.
Organization	: ABKO English Academy, Pune
Duration	: From 13 Feb 2020 To 12 Feb 2023
Designation	: Authorized Franchise Owner
Job Description	<ul style="list-style-type: none">: To monitor work of trainers and Tele-calling executives.: To maintain the spread sheet (MS-Excel) of performance of team members.; To conduct a weekly & monthly meetings followed by feedbacks.: To cope up with digital marketing and conversion of students.: To create a positive learning environment & providing support to learners.: Conducted a programme on “Employability Skills Development” at EENA Foundation in Dec 2022 & Jan 2023.

Organization : **Principal Global Services Pvt. Ltd. (Magarpatta, Pune)**

Duration : From 10th January 2013 To 30th Oct 2019.

Designation : Process Specialist.

Job Description :

- Working & Checking for US Employee Retirement Benefit under 401 (K) Plan. It includes Processes like **Distribution, Loans, Rollovers**, and **Withdrawals** (subtype – 2,3,5,8,10,12,15,20,25,30,100)
- Later moved to a pilot process – CTS, **Client Transaction Services**.
- New hire training plan, Allocation of Work load, handling escalations, and RCA.
- Mentoring new joiners and helping them in the challenging situations.
- Fully responsible of the Team Management for their leaves, Weekly & monthly performance report, Error Analysis, Dash boards as review, Queue Management, Break management.
- Ensure no Escalations from Trainers, Leaders, Peers and Business partners.

Organization : **CAPITA INDIA PVT.LTD. (Magarpatta, Pune)**

Duration : December 2010 Till December 2012.

Designation : Senior Executive – Insurance.

Job Description :

- Provide financial services to policyholders and financial agents for UK clients.
- Have handled processes like Maturity Claims (sending Wake Up letters and making maturity payments) and Servicing (Estimated Maturity Value, Retirement Annuity tax code changes WUK, Retirement Bonus Certificate, Identification Certificate of Existence, Change of Address, Change of Name, Gone Away).
- Preparing work allotment sheet (using PIVOT and V-LOOKUP) to the respective team members of Maturity Claims and Servicing, considering the SLA (Service Level Agreement).
- Used to generate the report which shows the daily pipeline status and status for the next four days, followed by the pipeline status of individual person.
- Day to day processing work to meet set targets as per SLAs (Service Level Agreement) requirements.
- I have also handled internal queries of the team members by using my process knowledge & from the UK counterpart.
- I have provided system training to new joiners in the team and also helped them in the initial stages if they faced any problem.
- Detail Orientation and Problem Solving.
- Identify small components in requested information, processed case and severity issues.

Organization : **Asha Shares & Investment (Solapur City)**

Duration : From November 2006 to July 2010

Designation : Office Coordinator

Job Description :

- Generating accounts for Asha Shares & Investment.
- Maintaining data base of the leads for technical support.
- Interacting with potential customers and addressing telephonic queries.
- Analyzing the report for continuous performance evaluation process & Better execution.
- Demonstrating excellent product and service knowledge.
- Providing accurate information and satisfying customer needs.
- Preparing daily activity and MIS reports.

Value Added:

- Worked as “**Freelance International Campaign Provider.**” BPO, KPO, & RPO Industry.

Professional Skills:

- Completed “**Certified Learning & Development Specialist**” from MSME Technology Dev Centre, Chennai in 16th Oct 2022.
- **Advance MS-Excel** course has done from AFCKS Institute, Pune.
- **VB Macro-Basic** has completed from AFCKS Institute,Pune (not practiced).
- Completed “**T3 (Train the Trainer) Programme**” from the Let’s Talk institute, Pune in August 2018.

Educational Qualification:

- Bachelor of Arts in British Literature, from Shivaji University Solapur (Apr-2004).
- Higher Secondary Certificate from Pune Board – (Mar - 1999).
- State Secondary Certificate from Pune Board – (1997).

Educational Qualification:

- Bachelor of Arts in British Literature (English), from Shivaji University, Kolhapur (Apr-2004).

Professional Qualification:

- MBA (Marketing & Finance) from ICFAI National College of Business Management, Solapur (2007).

Computer Literacy:

- MSCIT from NIIT Institute of Computer Management (First class).
- Swift India + Tally from NIIT Institute of Computer Management (First Class).
- C.C.C.O (Computer Certified Course of Operating) from United Computer Institute (First class)

MBA Summer Internship Program 2006 (Nov 2005-Apr 2006):

- Company allocated: Ishika FinServe (Associated with ICICI Bank Ltd, Pune).
- Project title was **“to create an awareness programme about ICICI Car Loan”**.
- Have conducted Surveys in several areas in Pune city, PPT Presentations.
- Have achieved 88.25 percent target (8, 82,500/- out of 10,00,000) and had received final placement offer.

Strengths & Hobbies:

- To be good team member.
- Ability to communicate and to convince people for the right cause.
- Comprehensive problem solving abilities & willingness to learn.
- Ability to withstand enormous pressure and produce result in time.
- Ability to deal with people diplomatically and a good listener.
- To increase Good people bank.

Personal Profile:

Date of Birth : 13th Oct 1981.

Marital Status : Married.

Sex : Male.

Linguistic Ability : English, Marathi, Hindi, & Urdu.

Nationality : Indian.