

RESUME

Name : Gulshan Shaikh

Address : Laxmi Puram Society, Flat No E-10, Near Hussain Shah Baba
Yerwada, Pune- 411006.

Contact No : +91 8793877224

Email ID : shaikh.gulshan@yahoo.com

Objective:

- A desire to carve a niche for myself in the upcoming industry. Seeking rewarding and challenging job in Industry that shall satisfy my creative urge and help me to grow as well as explore my latent talent and skills.

Education Qualification:

Degree	Institute/College	University	Year of Passing	Percentage	Class Obtained
B.C.A	Abeda Inamdar Sr. Collage, Pune	Pune	Apr-2014	57.00%	Higher Second Class
H.S.C	St. Miras College For Girls	Pune	Feb-2011	69.50%	First Class
S.S.C	R&DE (Engrs) High School	Pune	Mar-2009	75.07%	First Class

Work Experience:

Organization : Tech Mahindra Ltd

Client : Volkswagen

Designation : Customer Service Executive

Duration : 13 Months.

Tools : CCMS, DMS, Tactix.

- Provide resolution, support to customer of Volkswagen (Sales Dept).
- Monitors or runs daily processing complaints.
- Review production system and application log daily.
- Interaction with client on daily basis.

Organization : Aegis Ltd
Client : TATA AIA Life Insurance.
Designation : Customer Service Executive
Duration : 06 Months
Tools : CRM

- Provide resolution, support to customer of TATA AIA.

Current Organization:-

Organization : Aegis Ltd
Client : Jeep India (Automobiles)
Designation : Customer Service Executive
Duration : 08 Months
Tools : DMS

- Provide resolution, support to customer of Jeep.
- Monitors or runs daily processing complaints.
- Review production system and application log daily.

Personal Details:

Permanent Address	:	Flat No. E10, Laxmi Puram Society, Near Hussain Shah Baba Darga, Yerwada, Pune – 411006
Date of Birth	:	01 st July 1993.
Nationality	:	Indian.
Languages known	:	English, Hindi, Marathi.
Hobbies	:	Listening Music, Travelling

Positive Points:

- Calm and Friendly nature.
- Punctual, like to make new friends.
- Leadership Quality.
- Positive Attitude.
- Enthusiastic.

I hereby inform that whatever information is provided in this resume is true as per my knowledge.

Date :

(Gulshan Shaikh)

Place : PUNE