

RESUME

Mohammed Junaid Shaikh

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Residential Add : R. No 101, Deluxe Apt, Charni Pada, Near Shamshan Bhumi,
Kausa, Mumbra, Thane-400612.

OBJECTIVE:

Seeking a challenging position to utilize my skills and abilities in the areas of Management Information System and Business Development so that it can offer me a professional growth while being Resourceful, Innovative and Flexible for the organization.

WORK EXPERIENCE:

Company : Paddle Point BPO Service Pvt. Ltd.
Designation : MIS Executive.
Experience : 6th March, 2018 to 12th April, 2019.
Re-joined on 26th Oct, 2020 to till date.

KEY RESPONSIBILITIES:

- Making Process wise Achievement.
- Prepare Agent Performance report for all the process.
- Prepare Hourly Report and Call response.
- Maintain Master Sales Tracker.
- Making the PIP File Basis of Attendance, target and achievement.
- Find a way to make work easier for everyone.
- Making the Attendance of my team and Roster.
- Make agents incentive file based on achievement and quality level.
- Sending Final files of all processes to the superior department.
- Changing And publishing The Target file.
- Using CRM tool to get the Patient details and work.
- Making EOD, MTD for all process.
- Handle all work in the absence of Senior.

WORK EXPERIENCE:

Company : VERTEX CUSTOMER MANAGEMENT INDIA PVT LTD.
Designation : BUSINESS ASSOCIATE- OPERATIONS.
Experience : 08th Nov, 2016 to 22nd Sept, 2017.

KEY RESPONSIBILITIES:

- Handling all the Services Activation & Deactivation of MDN's.
- Work on Service Request of Postpaid Migration.
- To help the TL for creating Report in Excel.
- Resolve errors which is not Updated on System.
- Update the Broadcast to All Superiors.
- Use the ICCM to check the eligibility of the Customer.
- Yanking on our ID after completing file.
- Using TODD tool to get the raw data.
- Resolve all the Manager's and Clients Query if any, on mail.

EDUCATIONAL QUALIFICATION:

- T.Y.B.COM Completed in 2020 from Mumbai University
- H.S.C. Completed in 2016 from Mumbai University
- S.S.C. Completed in 2014 from Mumbai University

Gap: I had taken gap between 2016 to 2017.

OTHER QUALIFICATIONS AND SKILLS:

- Operating System: Windows
- Microsoft Office.
- MS-CIT Certified.
- Advance Excel.
- Advance Accounting Tally with GST
- Internet.

Father's Name : Iqrar Mohammed Shaikh

Date of Birth : 02/07/1994

Marital Status : Unmarried

Language known : English, Hindi and Urdu.

Areas of Interest : Computer and IT

Strengths : Self-confidence, Team spirit, Hardworking as well as smart, Sincere, Punctual.

Hobbies : Reading, Loving MS. Excel, Internet surfing for information and watching movies.

Place of issue : Mumbai

Date:-

Place- Mumbai

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