

# Syed Shahrukh

# 214 7th CROSS MAHADEV PURA MAIN ROAD SHANTHI NAGAR  
MYSORE

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## Objective

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HAVING 5+ YEARS OF EXPERIENCE WORKING AS A CUSTOMER REPRESENTATIVE, PROCESS ASSOCIATE, VENDOR MANAGER & ACCOUNTANT. RECOGNIZED FOR ABILITY TO COMMUNICATE WITH CUSTOMERS AND PROVIDE EXCEPTIONAL SERVICE THAT ENSURES CUSTOMER'S POSITIVE FEEDBACK.

## Experience

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- GRASSROOTS** 06/03/2019 - 15/09/2019  
Process Associate
  - Answering phone calls from customers professionally and respond to customer inquiries and complaints.
  - Providing customers with the organization's service and product Information.
  - Identifying, escalating issues and reporting to team leader.
  - Perform all data entry operations.
  - Ensure and maintain effective professional relationships with staff.
  - Ensure optimal level of customer services.
  - Maintain knowledge on all job-related updates.
- KRIYA IT PRIVATE LIMITED** 16/09/2019 - 30/06/2023  
Subject matter expert
  - Mentoring and training up junior and new associates.
  - Monitoring & reporting on standards & performance targets.
  - Arranging & chairing weekly team meetings, focusing on targets & achievements.
  - Implementing new initiatives.
  - Praise team members and creates a positive working environment.
  - Providing prompt and accurate information on individual performance to seniors.
  - Provided training to the new hires.
  - Prepared cheat sheets to help process faster and reduce the errors on quality piece.
  - Preparing daily workloads for staff & co-coordinating the daily allocation of work.
  - Motivating the team to achieve high standards and targets.
  - Handling new client enquiries and acting as the face of the business.
  - Dealing with and resolving problems and issues which arise
- rProces outsourcing services Pvt Ltd** 09/11/2023 - 30/06/2024  
Sr.TPA
  - Annotated diverse datasets for machine learning models, including 2D images and 3D point clouds, ensuring high precision and accuracy.
  - Utilized various annotation tools: Proficient in using LabelImg, Cognic, and 3D-specific annotation software such as SuperAnnotate.
  - Performed quality assurance: Conducted thorough reviews and corrections of annotated data to meet project standards and improve data quality.
  - Collaborated with cross-functional teams: Worked closely with data scientists and machine learning engineers to refine annotation guidelines and address data quality issues.
  - Managed large datasets: Organized and maintained extensive datasets, ensuring efficient workflow and data integrity.
  - Trained new team members: Provided training and guidance to new annotators, contributing to overall team productivity and quality.
  - Improved annotation efficiency: Implemented new techniques and tools, increasing annotation throughput by 30%.

## Education

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- FAROOQIA BOYS HIGH SCHOOL MYSORE**

2013

SSLC  
57.44

- **SRI KANTESHWARA VIDYA SAMSTHE MYSORE**  
PUC  
66.14

2015

- **Maharaja's college University of Mysore**  
B.com  
64.66

2018

### **Skills**

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- • STRONG VERBAL AND WRITTEN COMMUNICATION. • ACTION PLAN DEVELOPMENT • NEGOTIATION • ASSERTIVENESS. • MARKETING SKILLS • CUSTOMER SERVICE AND COLLABRATION COMPUTER SKILLS • BASIC COMPUTER KNOWLEDGE • MICROSOFT OFFICE • TYPING SPEED 35 WPM • CORE SKILLS. • MICROSOFT EXCEL

### **Languages**

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- English
- Hindi
- Kannada
- Urdu

### **Personal Details**

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- Date of Birth : 16/03/1994
- Marital Status : Single
- Nationality : Indian
- Religion : Muslim
- Gender : Male
- Place : Mysore