# SHAMSHUDDIN KAZI

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## Professional Objective

* To continue endeavor in enhancing my professional expertise and integrating the same with the organizational development process.

**Personal Strengths**

* Excellent Presentation, Communication and Customer Service skills.
* Compatible to work in a team environment with the ability to handle tasks independently.
* Adaptive to various types of job conditions with a drive to work for results.
* Self-motivated, sincere, responsible and committed.

**Academic Qualification** : Bachelor of Commerce (B.Com.) – 1999.

Hinduja College - University of Mumbai.

**Technical Qualification** : Programming in Basics from St. Joseph’s High School.

: Diploma in Computer Management & Software Application from A.K.B. Centre

Internet Usage and Applications from -

Roltanet–ISP–(A Division of Rolta India Limited)

**Personal Information** :Nationality : India

Religion : Islam

Date of birth : 18th May 1977

Marital Status : Married.

## Professional Experience

* **Oct’17 till Nov’20 Worked with DYNE INFOTECH PVT. LTD.**

**(Project - BIBI INTERNATIONAL)**

**Job Profile** Preparing & maintaining daily database entries in TALLY system as per sales done to optimize customer shipments.

Constantly review emails sent to suppliers & buyers and interacting with them regarding payments & documents and follow up with the respective team for shipping (Imports & Exports) out containers on time and payments are made on time.

Working as a team and helping other team members to meet organization goals.

* May’12 till Sep’17 **Office Manager – Kazi & Associates**

**Job Profile** Managing all incoming and outgoing documents – Letters, Reports, Daily Inspection Activity Reports, Weekly/Monthly Reports, Minutes of Meeting, General Memos.

Ensuring all the documents are kept secured and to restrict access.

Procurement of office supplies, consumable items for the office Daily / Monthly basis.

General Administrative and Logistics work.

Managing petty cash for the department.

Ensures security and safety of all company products.

Ensuring the meeting hall is equipped with all the necessary office supplies and concern documents related to the meeting and consumable items.

Managing relations with clients, suppliers and contractors.

* Aug’06 till May’12 **Manager – ICICI BANK**

**Job Profile** Worked as a **Process Manager in DSMG (Debt Services & Management Group)** handling **RBI / BO Collection Escalations of all Products** (All Accounts, Credit Cards, Home Loans, Personal Loans, Auto Loans, Two Wheeler Loans, Staff Loans and all Other Liabilities) **for Pan India**.

Worked as a **Debt Manager - Personal Loans & Credit Cards** in **DSMG(Debt Services & Management Group)** handling Mumbai ,Navi Mumbai & Thane region.

**Vendor Management** - Handled Collection Agencies and Outsourced staff (Agency Managers, Supervisors, Team leaders, Telecallers & Field Executives) for personal loans & credit cards.

Controlling **Audit & Compliance** of Collection Agencies.

**Training & Development** of Collection Agencies.

**Customer Service on Phone & Email** - Handled **Banking operations** for **ICICI Bank** customers on phone & email as a **Team Leader** leading a team of 20 to 25 banking officers.

* Nov’ 01 to May’ 06 Worked as a **“Supervisor”** for **CITIGROUP.**

**E-Serve International Ltd.**

##### Job Profile Handled Mortgage Department-Regional Operations(Citibank Home Loans & Property Power Term Loans).

##### Handled Banking (Citigold & Suvidha) and Credit Cards (Platinum/Diners/Gold/Silver) Operations for Citibank Customers on Citiphones.

Co-ordinated with Fraud and Security department over various issues including Fraudulent or Capital usage of credit cards. Limit Blocking for fraud prevention, FEWS (Fraud Early Warning System) Department &etc.

##### Handled Outbound Sales as a Team Leader-Selling Paylite Products on Credit Cards.

**Was selected for the Bangkok-Pattaya Trip and for the Hong-Kong Trip on Pan India level based on the sales performance.**

**Was awarded a Gold Team Award for the 1st Quarter 2004.**

**Also selected as a Pioneer Member of the 1 CRORE-CLUB TEAM of paylite.**

* Dec’ 00 to Oct’ 01 Worked as a **“Sr. Call Centre Executive”** for

**Venture Infotek Global Pvt. Ltd.**

**Projects Handled** **Tata Finance American Express Credit Cards.**

**Central Bank of India Credit Cards.**

**Bank National De Paris (BNP) Paribas.**

**(ATM Helpline and Debit Cards)**

**Bharat Petroleum Corporation Limited (BPCL).**

**(Petro-Cards and Smartfleet-Cards)**

**Job Profile** Handled customer’s complaints and problems with

regards to Credit Cards / Debit Cards of various Banks.

Also handled queries for Smart Cards and ATM’s

centers.

Follow-ups and providing quick service.

Co-ordinating with the Manager / Supervisor and

providing best services.

Managing daily MIS Reports.

* Feb’ 00 to Dec’ 00 Worked as a **“Web Wizard”** and

**“Quality Circle Representative”** for

**Transworks Information Services Pvt. Ltd.**

**Job Profile** Assisted the **Team Leader** in managing a team of 16

wizards in addition of making day-to-day reports based

on the number of interactions. Working on a Live Chat

Based System and conducting professional search on the

internet using various Meta search engines. Ensuring the

quality of the interaction with the customers online thus

helping the **Q.C.** (Quality Control) Department from time

to time.

Oct’ 99 to Feb’ 00 Worked as a **“Customer Care Executive”** for

**Magus Marketing Information Support Pvt. Ltd.**

**Project Handled** **Call Centre for Roltanet**

**Internet Service Provider (ISP).**

**(A Division of Rolta India Limited).**

April’ 95 to Aug’ 99 Worked as a **“Supervisor”** for

**Monarch Ceramics.**

**Job Profile** Handled sales and purchases & other showroom related

activities.

Demonstration to walk in customers.

Handled deliveries, payments and after sales services.

Keeping the track of sales, stock, stationery etc. and

maintaining the same in the system.

Handled the communication and correspondence

through courier, fax and email.

Attending meetings and seminars with the Manager.

Preparing reports for the presentation.