

# Shagufta Fathima

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## **Objective:-**

To work in an environment that encourages growth, enriches my experience and leads to career progression and personal development; and to achieve the objectives of the organization effectively and efficiently.

## **IT Skills:-**

- Operating Systems: Windows, Windows Suite
- Applications: MS Office, Peoplesoft and ATAS
- MS Office (MS Excel, MS Word, TMS, MS Note and MS Outlook)
- Internet Applications

## **Work Experience:-**

### **Mphasis LTD**

**Working since March 2019 to currently**

**Senior customer service associate at level 3**

**It's a Canadian Bank TD customer service associate job**

## **Tangoe India Softek Services - Bangalore**

**Sr. Help Desk Associate - May/2015 – Nov/2016**

### **Key Result Areas**

- Supported international customers with a wide variety of request such as mobile device issues, ordering new mobile phones, changing features, basic troubleshooting (BlackBerry, iPhones, iPad, Android Phones, Cell Phones, Mi-Fi, Jetpacks, Headsets)
- Mapped requirements & provided them best solutions involving evaluation & definition of scope of project and finalization of project requirements
- Implemented solutions that effectively resolve problems or provide improvement
- Understood & mapped client's requirements/ enhancements to product, resourcing requirement analysis - software & manpower
- Provided support to clients through Tangoe's internal portal such as order support, service number moves, usage and billing reports
- Established and built relationships with internal and external customers/ employees
- Liaised with top management to evolve strategic vision, drove change, infusing new ideas and taking product business performance and productivity to the next level
- Set quality standards for various operational areas; implemented quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLA

### **Highlights**

- Ramped up the client satisfaction score through regularly interacting with
- clients and ensuring that queries and escalations were addressed on time

- Identified & developed strategic processes to control customer escalation

## **Cognizant - Bangalore**

**Sr. Process Executive , from Sep/2013 - May/2015**

Made 60 calls daily with 100% quality. Proved professional etiquette and manners when interfacing with customers which resulted in improved feedback of customers. Improved the efficiency of the department by providing both training for new hires and setting up training materials. Developed customer base through delivery of quick service

## **Accenture: - Bangalore**

**Sr. Process Associate, from Aug/2012 – Aug/2013**

Successfully piloted the operations with a team of 40-50members. Rewarded with the Exceptional Contributor Rating for 4 times; rewarded with points and certificates.

## **Accenture: - Bangalore**

**Process Associate, from May/2006 – Sep/2010**

I was a key member of the Customer Support team that recruited maximum number of employees. Recruited professionals on various skills within the stipulated deadline through campus drives in colleges and other professional institutes. Designed an interactive monthly online newsletter titled as a platform for employee involvement and engagement. Played a key role in restructuring compensation across all levels during the appraisal cycles. Reduced the salary discrepancy problems & issues and almost zeroed it using various measures

## **Education - Bangalore**

- B.Com. from Jasma College, Bangalore University in - 2007
- 12th from Niswan School, Bangalore in - 2003
- 10th from Niswan School, Bangalore in – 2001

## **Personal Details:-**

Date of Birth : 3rd October 1985  
 Languages Known : English and Hindi  
 Address : Frazer Town, Bangalore - – 560005  
 Nationality : Indian  
 Marital Status : Single