

Resume

MUDASSAR BAHASHWAN

Mobile : 9420255845, 7050151658

E-mail : mudassar.bahashwan[@gmail.com](mailto:mudassar.bahashwan@gmail.com)

Objective:

To be successful & aspiring professional where I can utilize my potential for achieving the organization objectives

Current Experience:

Organization : Streetwise logistic service Pvt. Ltd. Gangapur

Designation : Branch Incharge & Trainer

Job Profile

- Customer **Escalation** handling
- Maintain all delivery report and updating
- Soft skill training Field Executive
- Receive the all product in system and maintain product report
- Check the report out for deliver

Duration : Dec 2018 To Till time

Previous Experience:

Organization : Concentrix Service India Pvt. Ltd., Aurangabad

Designation : Process Trainer (Flipkart Process and Idea M&G outbound)

Job Profile

- Handling NHT batches for Flipkart and M&G outbound
- Maintained Training MIS as per client requirement.

- **Trainees Audits** – Check on Product knowledge and soft Skills of trainees on call.
- Customer **Escalation** handling.
- **Calibration sessions** with Quality team to ensure trainers are in line with the QC parameters and markings. This helps enable better training Environment.
- Call taking or call listening to get updated with new call scenario.

Duration : June 2014 To 1st Oct 2018

Previous Experience:

Organization : Aditya Birla Minacs, Aurangabad

Designation : Customer Service Associate (CSA)

Job Profile:-

- Responsible for All Customer Query & Resolve Problems on call.
- To Train New CSA.
- Co-ordinate with team & make report of daily routine work.
- Maintained the data wise report on daily basis.

Duration : June 2009 till May 2014

Technical Knowledge:

- Operating Systems :-Ms-office (MS-Word &Ms- Excel),Tally 9.0
- Application Packages: -Handling of all type of Office Function such as M.S Word, M.S Power Point, M.S Excel and Internet etc.

Education Qualification:

- B.Com in from B.A.M.U, Aurangabad
- HSC with 'B' Grade in from Pune Divisional Board
- SSC with 'B' Grade in from Pune Divisional Board

Personal Experience:

Date of Birth : 23rd May, 1989
Address : Post Office Road, Tal: Gangapur, Dist: Aurangabad
Languages Know : Marathi, Hindi and English.
Marital Status : Married
Nationality : Indian
Gender : Male
Hobbies : Enjoying with friends & learning new things.

Date:-**Yours Faithfully****Place -Gangapur****Mudassar Bahashwan**