

Curriculum Vitae

SHAHNAWAZ ALAM



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Total Experience: 4.3 year's

OBJECTIVE

To pursue a highly rewarding career, seeking for a job in challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth.

CORE QUALIFICATIONS

1. Proficient in the use of MS office applications, including word and access
2. Ability to work well independently while meeting designated goals
3. Excellent ability to prioritize
4. Comprehensive communications abilities and solid leadership skills
5. Knowledge of operating system (windows xp / windows 7,8,10)

EDUCATIONAL QUALIFICATION

1. B.C.A (2012-2015) CCSU At IMS Noida (Regular)
2. Diploma in computer hardware & networking in 2010: LBSTI

PROFESSIONAL EXPERIENCE (CURRENT)

Make My Trip (India) Private Ltd.

From: - 1st June 2019 to till date

Designation: Visa expert.

Roles and Responsibilities:

1. Managing day to day operations for Visa
2. An effective communicator with excellent relationship and client management skills
3. Problem solving and organizational abilities
4. Ensure compliance with SLA and other internal guidelines of policies relating to the business area that he/she is going to handle
5. Able to interact with customers/ Clients and stakeholders to manage End-2-End visa transaction
6. Worked on data related to Performance, Learning and Development with Year-end performance
7. Knowledge of Microsoft Office including Excel, Power Point and able to maintain high accuracy, productivity standards and have high willingness to learn Responsible for managing end to end development and delivery of direct reporting.
8. Knowledge about all countries and visa related processes
9. Efficient in understanding the Itineraries.
10. Able to handle end-to-end Visa Procurement for all Visa related transactions for Indian market
11. Ensure timely submission of documents from all branches
12. To check on submissions to the consulates and maintain a minimum rejection rate

PROFESSIONAL EXPERIENCE (PREVIOUS)

Impulse Immigration Solutions Pvt. Ltd.

From: - 1st July 2018 to 1st June 2019

Designation: Visa case Manager.

Roles and Responsibilities:

1. Managing day to day operations of Visa and documentation work.
2. Managing/assessing visa caseloads and referrals for integrity checking, prioritizing cases for interview and assessment, carrying out integrity interviews and undertaking investigations for integrity checking;
3. Preparing reports, case-notes, interview notes, correspondence and other material in relation to visa matters.
4. Dealing with client queries by phone, email and in meetings.
5. Maintaining accurate files, electronic and other records;
6. Providing translation and interpretation of community languages as required; and willingness to travel and represent the Immigration Section to clients, agents and other stakeholders as required.

PROFESSIONAL EXPERIENCE (PREVIOUS)

Centre for Immigration Avenue (Immigration Division)

From: - 1st January 2016 till June 2018

Designation: Client Service Manager.

Roles and Responsibilities:

1. Counsel the clients with upgraded immigration information, pertaining to their age, education, work experience, language, eligibility and their eligibility of immigration.
2. Interact with professionals / clients in person and assist them with the overseas process.
3. Apprehend the expectations and requirements of the clients and aid them with relevant overseas career opportunities (taking into account all the eligibility factors).
4. Provide updates to the clients via emails and phone calls.
5. Generate feed backs from clients and prepare your daily/weekly/monthly sales reports.

CERTIFIED TRAVEL COURSES

- Certified in online course of Business communications skills.
- Certified in online course Productivity and Time Management.
- Certified in online course for British Agent.
- Certified in online course of South African Specialist,
- Certified in online course of South Korea.
- Certified in Fiji, Australia, Switzerland, Abu Dhabi, Dubai, Ras Al Khaimah, Germany, Japan, New Zealand, Poland, London and many other countries.

PERSONAL QUALITIES

1. Skilled in writing and oral communication.
2. Problem solving and decision-making skills.
3. Always passionate to learn something new.

PERSONAL DETAILS

- ❖ Father's Name : Mr. Afroz Alam
- ❖ Mother's Name : Mrs. Shabina Azmee
- ❖ Date of Birth : August 21,1992
- ❖ Marital Status : Unmarried
- ❖ Nationality : Indian
- ❖ Language Known : English, Hindi
- ❖ Present Address : Block –B Chanakya place New Delhi - 110059