

Department of Computer Science & Engineering

E-mail: shariqbltr@gmail.com

Mobile no: +91-9889840033

Address: 551ka/334 Azad Nagar, Sanjay Gandhi Marg, Alambagh, Lucknow, UP

Profile Summary

- Worked in **Essentrix Technologies Pvt.Ltd.** for **1 year**, **Experience** as a System Engineer.
- Work on **Windows Server, Microsoft Exchange, and Citrix Server** for creation of Network account, **Exchange Mailbox**, and account for much AS400 application.
- Working as a Global Team for issues relating to Creation/Modification/Termination of account and mailbox access for Employees.
- Creating Organization Units, Groups and Users and implementing Group policies as per the Customer request.
- Expertise at Lync account creation.
- Ability to communicate clearly & effectively.
- Goal oriented and ability to handle multiple tasks simultaneously.
- Excellent interpersonal skills, outstanding problem solving and decision making skills.

Work Experience

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- **Company:** Essentrix Technologies Pvt.Ltd
- **Total Experience :** 1 year
- **Post:** System Engineer
- **Job Duration:** 1 Feb 2016 to 10Feb 2017

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- **Company** : Jabong.com
- **Industry** : Online Retail store
- **Designation:** MIS Executive (**Finance Operations.**)
- **Total Experience:** Oct. 2014 to April 2015

Role & Responsibility:

- Responsible for all kind of refund processes.
- Movement of data for initiation of customer refunds.
- Refund initiation & Handling of payment gateway (CCAvenue & PayU & HDFC)
- Bulk upload of data for refunds.
- Part of refunds team and responsible for exchange and refund request related reports.
- Process customer's refund via NEFT/Fund Transfer, Prepaid Modes, and Jabong voucher's & Credits.
- To prepare case reports of the customers complain regarding refunds of amount.
- Responsible for exchange and refund request related reports.
- Monthly analysis of customer's refund, loss incurred by company, COD & prepaid analysis, payment Gateway analysis, complaints & escalations analysis.
- Time to time reconciliation of work done by team members.
- Facilitate problem solving & collaboration on the floor.
- Contribute to staff appraisals & supervision process.

Career Objective

Seeking a position to utilize my skills and abilities in the industry that offers professional growth while being resourceful, innovative and flexible to learn and develop myself both professionally and personally.

Academic qualifications

- Bachelor of Technology in Computer Science & Engineering
Department of CSE, Integral University, Lucknow.
- Intermediate from U.P. Board
- High School from U.P. Board

Subjects of Interest

- DBMS
- Operating System
- OOPS

Extra-curricular and achievements

- Chief Organizer of various events in the University Fiesta.
 - Member of the Computer Society of India (CSI)
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Academic Projects

B.Tech (Final Year Project)

Title: Public Distribution system

Guide: *Anwar Sheikh*

Technical & Computer Skills

- Knowledge of programming languages like C, HTML, CSS, & SQL.
- Basic understanding of software's tools like Matlab,
- Knowledge of working on MS-office and Latex.

Workshops & Trainings

- **Cetpa InfoTech PVT LTD**, Lucknow (June'12–July'12) Training on .Net using C#

Personal Details

- Date of birth : 10th April 1992
- Gender : Male
- Languages known : English, Hindi, Urdu
- Father's name : Mr. Mohd.Shamim
- Mother's name : Mrs. Hasbun Nisha
- Permanent Address : 551ka/334 Azad Nagar, Sanjay Gandhi Marg, Alambagh, Lucknow, UP

Declaration

I hereby declare that all the information given above is true and to the best of my knowledge

Date:

(Mohd. Shariq
Shamim)

