

SYED NADEEM

Sr. Operations
Executive

QID and NOC
Available



Introduction & Vision

I am an inclusive Team Player with 7+ Years of Experience, who has worked on Large Scale BPO/KPO Projects. I would like to leverage my Technical Skills & Capabilities to work for an organization where I could get the opportunities to Contribute and Grow with the Organization.

Skills and Focus

- Leadership and a Go Getter
- Target Based Approach
- Exceptional Interpersonal Skills
- Positive Engagement & enthusiastic in acquiring advanced learning methods
- Multivendor Management

Work History

2022-07 –
01 - 2023

Sr. Operations Executive
Startek, Bangalore, India

- Leading a part of team for Flipkart care touch as an account
- I am an enabler to support to the seller on the daily basis and provide the resolution for the same through call and email
- I have been engaged with the premium sellers in category such as gold and platinum

2019-04 -
2022-06

Sr. Customer Executive
Q Conneqt Business Solutions Pvt. Ltd

- I was assigned to Account Udaan
- In-charge of providing credit facility
- Acquiring KYC detail of respective customers as and when required

Contact

Address

Al Jazeera Compound
Munztazah
Next to Rawdat Al Khail
PHCC
Doha, Qatar

Phone

+974 7121 4750

Email

syedndm02@gmail.com

Date of Birth

14th June, 1988

Nationality

Indian

Marital Status

Married

<div> <div>Expertise</div> <div> <div>Windows</div> <div>98/2000/XP/Vista/7/8/10</div> <div></div> <div>Good</div> </div> <div> <div>Packages: MS Office</div> <div></div> <div>Very Good</div> </div> </div> <div> <div>Interests</div> <div>Long Drives & Music</div> </div> <div> <div>Hobby</div> <div>Singing & Carrom</div> </div>	2016-12 - 2019-01	<div>Sr. Customer Care Executive</div> <div>Allsec Technologies Ltd., Bangalore, India</div> <div> <ul style="list-style-type: none"> One of the finest, largest outsourcing sector, was in-charge for Free charge wallet process Help resolve issues of customer via calls and mails Upkeep KPI's and process in plain sight </div>
	2015-09 - 2016-08	<div>Sr. Customer Care Executive</div> <div>Vertex Customer Solutions India PVT. LTD., Bangalore, India</div> <div> <ul style="list-style-type: none"> Responsibility included peer- peer customer for Idea Cellular Account Responding to Inbound and Outbound calls at escalation level Help resolve the escalations </div>
	Education	
	2017	<div>Bachelor of Commerce</div> <div>Bangalore University</div> <div>B.E.S Evening College of Commerce (Awaited Results)</div>
	2015	<div>Pre University Education</div> <div>NIOS – Bangalore</div> <div>Al Ameen Pre University College - Bangalore</div>
	2005	<div>S.S.L.C</div> <div>Karnataka Secondary Education Examination Board</div> <div>Tejaswini English High School – Bangalore</div>
	References / QID & NOC	
	<div>---- Available, if you could kindly request, I shall provide at the earliest ---</div>	
	<div>Syed Nadeem</div> <div>7121 4750</div>	<div>Doha, Qatar</div>