

Muskan Shaikh
Phone: +91 78998 92786
Email: 130399muskan@gmail.com

Professional profile

As a self-starting person, I am highly motivated and able to exceed targets and enjoy the challenge of working in a high-pressured environment.

Objective:

I am seeking a new and challenging role that will enable me to make an effective contribution to the organization while continuing my own career development.

Academic & Professional Qualification

Bachelor Of Arts (BA) – SK Arts and HSK Science PU College, Hubli with 80%

Pre-University (12th Std.) SK Arts and HSK Science PU College, Hubli with 60%

Metric (10th Std.) HF Kattimani High School, Hubli with 50%

Skills

- Computer basics (MS Office)
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Work Experience

1. Splash Infotech Private Limited (Experience of 1 year)

- Data entry officer
 - Handled all data of office, financial, sorting out the data as prescribed by the manager.
 - I have worked for 1 year as data entry officer in the organization.
 - Completing the data entry within the deadline and achieved many milestones.

2. Reliance SMSL Limited (Experience August 2021 to April 2023)

- **Level 1 customer care executive**

- Taking inbound calls for Jio pre-paid, corporate and fiber processes.
- Handling calls related to various queries on the basis of customer complaints.
- Having good skills of handling customer and gaining high rates in customer satisfaction.
- Awarded as best advisor several times during the job.
- Having good commutation skills and customer handling technique.

- **Level 2 customer care executive**

- Taking inbound and outbound calls for Jio prepaid process.
 - Handling calls of the customers which L1 couldn't resolve and giving satisfactory resolution.
 - Developed escalation handling skills with high patience and dedication.
 - Awarded as best advisor in L2 desk as well several times.
 - Awarded for the high customer satisfaction rating given by the customers.
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Extra-Curricular Activities

- **Drawing**
 - **Singing**
 - **Dancing**
 - **Crafts**
 - **Mehendi design**
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Personal Details

Full Name : Muskan Shaikh

Nationality : Indian

Father Name : Mohammed Rafiq Shaikh

Spouse Name : Ghouse Shareef

Marital Status : Married

Date of Birth : 13th February 1999

Languages Known : English, Hindi, Kannada, and Urdu.

Mobile number : +91 78998 92786

Permanent Address : #648, 2nd cross, Tippu Nagar, Arsikere – 573103

Present Address : #10/1, 2nd Floor, 1st Cross, MVR Block, J C Nagar, Bengaluru – 560006

Landmark: Radiance Dental Clinic

Email : 130399muskan@gmail.com

Declaration

I hereby declare that the above furnished information is true to the best of my knowledge and I bear responsibility for the correctness of the above-mentioned particulars.

Date:

Muskan Shaikh

Place: Arsikere