

SYED NADEEM

Sr. Operations
Executive

QID and NOC
Available

Contact

Address

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

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Email

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Date of Birth

14th June, 1988

Nationality

Indian

Marital Status

Married



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 – **Sr. Operations Executive**

01 - 2023 **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 - **Sr. Customer Executive**

2022-06 **Q Conneqt Business Solutions Pvt. Ltd**

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

Expertise

Windows

98/2000/XP/Vista/7/8/10

Good

Packages: MS Office

Very Good

- 2016-12 - **Sr. Customer Care Executive**
Allsec Technologies Ltd., Bangalore, India
- 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
- 2015-09 - **Sr. Customer Care Executive**
Vertex Customer Solutions India PVT. LTD., Bangalore, India
- Responsibility included peer- peer customer for Idea Cellular Account
 - Responding to Inbound and Outbound calls at escalation level
 - Help resolve the escalations

Interests

Long Drives & Music

Hobby

Singing & Carrom

Education

- 2017 **Bachelor of Commerce**
 Bangalore University
 B.E.S Evening College of Commerce (**Awaited Results**)
- 2015 **Pre University Education**
 NIOS – Bangalore
 Al Ameen Pre University College - Bangalore
- 2005 **S.S.L.C**
 Karnataka Secondary Education Examination Board
 Tejaswini English High School – Bangalore

References / QID & NOC

---- Available, if you could kindly request, I shall provide at the earliest ---

Syed Nadeem
7121 4750

Doha, Qatar