FATHIMA SHIHAB

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Well Organized and motivated IT graduate with extensive experience in sales. Exceptional communication and negotiation skills with a deep understanding to build relationships. "To obtain a position that utilizes my IT skills and sales acumen to deliver exceptional customer experiences and drive revenue growth."

WORK EXPERIENCE

Relationship Officer - Canara HSBC Life Insurance   **Apr 2024 - Aug 2024**

- Responsible for managing and nurturing relationship and personalized service for the growth of the business.
- Promoting bank products and services to existing and potential clients.
- Developing strategies to enhance customer satisfaction, loyalty and resolving issues.

Business Development Manager - HDFC Life Insurance   **Aug 2022 - Mar 2023**

- Developing client relationship through a network of contacts also, introducing new sales plan and coordinate it with marketing professionals.
- Contacting potential clients to establish rapport and arrange meetings.
- Updating the sales database and follow-ups

Documentation and Digitization Executive - LJG Technologies   **Nov 2021 - Jul 2022**

- scanning paper documents and converting them to electronic documents.
- capturing valuable information and saving the document in a central software for easy retrieval later for coworkers.
- quality check the corresponding document before uploading.

Operations Executive - Manchestar Freight LLC   **Mar 2021 - Apr 2021**

- Arranging data in excel.
- ASN & GRN making.
- Invoiceing the stocks that is to be shipped .

IOS App Developer - Zoople Technologies   **May 2019 - Sept 2019**

- Develop and design application for the iOS platforms.
- Write efficient code using Swift or Objective-C. Also, debug and resolve issues.
- Work with APIs to iOS applications to back end services.
- Implement user experience and interface designs.

EDUCATION

Bachelor of Computer Application (BCA)   **Jun 2016 - Mar 2019**

MG University │ Kottayam
- ST Berchman's Autonomous College.
- CGPA - 7.18

ACADEMIC PROJECTS

- **E-taxi :** The project designed in PHP,MYSQL,HTML & CSS for hiring taxi to customers. Also provides accidental insurance for their passengers who are using their cabs.
- **Agro Bazar :** A web based user friendly system to helps the user to buy agricultural products from their home and to connect farmers directly with customers. the project done in Java, MYSQL.

CERTIFICATIONS

- One day workshop in Artificial Intelligence & Robotics by Singularis Software Technology (04/12/2018)

SKILLS & LANGUAGES

- **Technical Skills :** MS Office, CRM software
- **Soft Skills :** Verbal & written communication , Multitasking, Problem solving, Time management, Attention to detail, Coordination.
- **Languages :** Malayalam, English, Hindi : Fluent(Read, Write, Speak), Arabic : Beginner(Read , write)