

Azmatulla Shaik

Mobile: (+91) 8186932819

Email: azmatullashaik1510@gmail.com

Location: Hyderabad, Telangana

Profile Summary

Enthusiastic professional with a combined expertise of nearly 3 years in recruiting & banking, showcasing a track record of success in diverse roles. Adept at leveraging transferable skills to excel in a technical support role. Adept at ensuring customer satisfaction through prompt query resolution and collaborative problem-solving. Experienced in implementing effective solutions and maintaining comprehensive documentation.

- Knowledge in the installation, configuration, and resolution of technical issues associated with Windows 7/8/10, Outlook, Microsoft Office, and other applications.
- Understanding of fundamental computer components (CPU, RAM, hard drive, etc.).
- Ability to identify common hardware issues and perform basic troubleshooting.
- Familiarity with different versions of the Windows operating system, including Windows 7, 8, and 10.
- Understanding of common Windows error messages and their meanings.
- Proficiency in using built-in troubleshooting tools and utilities such as Task Manager, Control Panel, and Event Viewer.
- Ability to troubleshoot startup/boot issues, system crashes, and performance degradation.
- Knowledge of Windows recovery options, including safe mode, system restore, and recovery tools.

Professional Experience

Telvel IT Solutions - Guntur, India

Nov 2022 to Aug 2023

Talent acquisition consultant/HR Recruiter

Responsibilities

- Gathered and verified requirements from superiors/account managers, engaged job boards, and Boolean searches for UK/Europe candidates.
- Manage calls, offering effective solutions to address requirement to candidate.
- Utilized knowledge of SDLC to assess candidates' expertise in software development stages.
- Communicated requirements to consultants, negotiated rates, and conducted screening interviews.
- Act as an accessible point of contact for employees, ensuring a positive employee experience from onboarding onwards.
- Provide initial support in addressing employee queries and concerns, fostering engagement and a sense of inclusion.
- Collaborate with teams to address concerns promptly and contribute to a positive workplace culture.
- Employed diverse interview techniques and evaluation methods in full-cycle recruiting.
- Tracked all activities in ATS, and communicated with leads/customers for role requirements.
- Scheduled and shortlisted potential employees, and leveraged recruitment services for suitable associates.
- Participate in introductory career discussions, promoting a supportive and collaborative career development atmosphere.

Infosys BPM Ltd - Bangalore, India

Nov 2020 to Nov 2022

Senior Process Executive

Responsibilities

- Managed complete loan origination process, evaluating applications, verifying documents, and assessing credit reports.
- Handled various loan types, including commercial, fixed, and bulk loans.
- Gathered and organized necessary documentation for loan packages.
- Initiated loan escalation process for complex cases, ensuring timely resolution and risk mitigation.
- Interacted with clients, providing tailored solutions, and increasing satisfaction.
- Identified and rectified errors in loan files.
- Conducted risk assessments to evaluate creditworthiness and make informed lending decisions.
- Collaborated with underwriters and legal professionals for smooth loan processing.
- Analyzed complex commercial mortgage documents and updated information in the database.

Education

- Master of Business Administration - MBA 2022
Acharya Nagarjuna University, Andhra Pradesh
- Bachelor of Commerce (Bcom Computer Applications) 2020
Acharya Nagarjuna University, Andhra Pradesh

Certifications

- MS Office (Word, Excel, PowerPoint, Outlook) 2015