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| CURRICULUM VITAE |

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| **FIRASAT HUSSAIN** |

**ADDRESS:** C-223, D.D.A. Colony Khyala,

Near by Subhash Nagar Metro Station, New Delhi-18

Mob. No +09999922472

E-mail Id:- fhaj123@gmail.com

Carrier Objective

To be associated with a progressive organization that gives me a scope to utilize my creativity, knowledge and skill accordance with the latest and be a part of a team that dynamically work towards growth of organization and satisfaction thereof.

Educational Qualification

* 10th from U.P. Board.
* 12TH from U.P .Board.
* B.A. Passed from Delhi University.
* Diploma in Basic and DTP Computer Course.
* English typing speed 45-50 words per minute

Profile and Strength

* Adept in mapping customer satisfaction and drawing vital inputs to realign strategies to achieve and process related goals laid by the management.
* Acknowledged trouble shooter; high-impact multi-dimensional individual and a quick learner.
* Possessing good knowledge of Management Information System
* Multilingual with proficiency in English, Hindi & Urdu.

Professional Experience

**EXL Services.Com India Pvt Ltd March 2015 to till date**

* **Reddaway billing YRC process TTL** 4th Apr 2017 to till date

Roles & Responsibilities

* Complete the bill in citirix as per freight bill, hazmat bill, non hazmat and chemical bills as per Freight Company.
* Maintain the accuracy .40% on monthly basis.
* Achieved the target as per the process required.
* **Guardians Life Insurance (GLIC) of Corporation USA.** 1st Jul 2016 to Mar 2017

Roles & Responsibilities

* Member added & waived with coverage as per required.
* Coverage Short Term Disabilities (STD), Long Term Disabilities (LTD),
* Cancer, Accident, Option Life and Dental-Vision coding in MLC screen.
* Controlling Accuracy, Resulting increase in Accuracy level from 98% to 99.85%.
* **Scottish Power** 16 Mar 2015 to Apr 2016

Roles & Responsibilities

* Successfully resolve complaints, escalations related their Electricity and Gas billing.
* Correct the meter reading according to the customer and satisfaction.
* Maintain the accuracy and achieve the process target on daily basis.

Tool Use

* SAP, Simon, CRM & Host of Demand (HOD) and Citirix.
* MS Office, Word, Excel (Vlook-Up, Pivot Table, SumIfs Formulas)

Work Experience

* 2 Years and 9 months experience in **EXL SERVICES.COM INDIA PVT LTD as Data Entry operator.**

STRENGTHS

* Accuracy
* Thinking logically.
* Ability to work well under pressure.

Personal Profile

* Father's Name : Riyaz Ahmad
* Gender : Male
* Date of Birth : 5th August 1987
* Marital Status : Married
* Hobbies : Listening songs, playing cricket.
* Languages Known : English, Hindi & Urdu
* Declaration Tag

**I have declared that the statement/information given by me true and correct the**

**best of my knowledge.**

**Palce: New Delhi**

**Date:\_\_\_\_\_\_\_\_\_\_**

**(Firasat Hussain)**