

# SANA SAYYED

## Customer Care Executive

Kukreja Compound, Sangarsh Soc., Bldg. No. 16, Room No. 102, A Wing, Vashinaka Mahada, Chembur,  
400074 Mumbai, India

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As an enthusiastic person looking for an opening that would place me in a challenging position in an organization that is open, vibrant, and competitive for mutual growth.

### Qualifications

- Strong communications and problem-solving abilities
- 1+ years of experience in support, coordination, and scheduling for busy companies
- Proficient in Microsoft Office

### Professional Experience

05/2021 – Current	<b>Customer Care Executive,</b> <i>IDFC - Infrastructure Development Finance Company</i> <ul style="list-style-type: none"><li>• Provide positive, individualized customer care for hundreds of customers each week</li><li>• Nominated employee-of-the-month two times for excellent attitude and customer service skills</li></ul>	Mumbai
06/2020 – 03/2021	<b>Customer Care Executive,</b> <i>HDB Financial Services</i> <ul style="list-style-type: none"><li>• Handled customer complaints, exchanges, refunds, and adjustments in a positive manner.</li></ul>	Mumbai
08/2019 – 01/2020	<b>Teacher,</b> <i>Agnel Classes</i> <ul style="list-style-type: none"><li>• Subject Matter Expert in English and History.</li></ul>	Mumbai

### Education

03/2020	<b>Bachelor of Management Studies,</b> <i>Kothari College of Management Studies</i> <b>Specialization:</b> Marketing and HRM	Mumbai
02/2017	<b>Higher Secondary Certificate (HSC)</b> Passed with 80.46%	Mumbai
03/2015	<b>Secondary School Certificate (SSC)</b> Passed with 69.6%	Mumbai

### Skills

**MS Office** (Powerpoint, Word, Excel) • **Typing** • **Communications** • **Problem Solving** • **Team Work**

### Interests

Travelling, Music

## Languages

English • Hindi • Marathi

## Declaration

All information in this resume is true and correct to the best of my knowledge and belief.

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**Sana Sayyed**

Mumbai, 31/03/2022