

## Mehaboob Unnisa Begum

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<b>Objective</b>	To seek position at an entry level in a growth oriented organization where initial learning is encouraged and to adapt myself to work where I can enhance my skills.
<b>Experience</b> <b>Oct 2018- Jan 2020</b>	<b>Customer Service Representative, Amazon Development Centre India PVT LTD</b> <ul style="list-style-type: none"><li>Fully understand customer's requests, documenting &amp; engaging appropriate resources.</li><li>Ensure timely closure of quality issues and provide professional services requests.</li><li>Maintain customer contact and provide status updates for all issues and keeping customers satisfied and expectations realistic.</li><li>Work closely with colleagues to be sure mutual objectives and targets are met.</li><li>Identifying and suggesting changes to customer facing contact process for improvements purposes.</li><li>Achieve a high customer service rating as per KPI expectations.</li></ul>
<b>Dec 2017- Dec 2019</b>	<b>Customer Service Representative, Sykes Business Management for Mark-IT</b> <ul style="list-style-type: none"><li>Apply Sykes tools to achieve business targets, providing resources to clients, identifying and suggesting changes to customer facing contact process for improvements purposes.</li><li>Achieve a high customer service rating as per KPI expectations at Sykes.</li><li>Follow and apply Sykes policies and procedures as per intern conditions and responsibilities.</li></ul>

	<ul style="list-style-type: none"> <li>Fully understand Sykes client requests, documenting &amp; engaging appropriate resources.</li> <li>Document cases and provide closure to customer issues and requests.</li> </ul>
<b>Education</b> <b>2020-2022</b>  <b>2015-2019</b>  <b>2014-2016</b>	<b>Masters Degree in IT</b> from Swinburne University of Technology (Commenced)  <b>Bachelor Degree in Commerce</b> (Computer Applications) AnwarUl Uloom College (Completed) Percentage: 86%  <b>Intermediate:</b> Sri Chaitanya Junior Kalasala- 2015 Percentage; 90.3%
<b>Technical Skills</b>	<b>Programming Languages:</b> Tally, Focus, Wings, Dot net, Data entry <b>Operating Systems:</b> Windows XP, 7,8,10 <b>Packages:</b> MS Office
<b>Extra-Curricular Activities</b>	Participated and Volunteered Events: <ul style="list-style-type: none"> <li>Participated in Street cause organized by Hyderabad Youth Assembly</li> <li>Participated in program to "Creating Social Awareness for Tree Plantation"</li> </ul>
<b>Strengths</b>	<ul style="list-style-type: none"> <li>Flexible in handling and maintaining work</li> <li>Decisive problem Solver</li> <li>Disciplined and quick learner</li> <li>Equally willingness to learn autonomously and get along with people as team member</li> <li>Hardworking and Patient</li> </ul>

**Languages Known:** English, Hindi, Telugu

**Declaration** I hereby confirm that the information given above is true to the best of my knowledge. I request you to be kind enough to give me an opportunity, to serve in your esteemed organization.

**References**

- Josephine Gibbs, [josephinegibbs@swin.edu.au](mailto:josephinegibbs@swin.edu.au)
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