

Mehaboob Unnisa Begum

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Objective	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.
Experience Oct 2018- Jan 2020	Customer Service Representative, Amazon Development Centre India PVT LTD <ul style="list-style-type: none">Fully understand customer's requests, documenting & engaging appropriate resources.Ensure timely closure of quality issues and provide professional services requests.Maintain customer contact and provide status updates for all issues and keeping customers satisfied and expectations realistic.Work closely with colleagues to be sure mutual objectives and targets are met.Identifying and suggesting changes to customer facing contact process for improvements purposes.Achieve a high customer service rating as per KPI expectations.
Dec 2017- Dec 2019	Customer Service Representative, Sykes Business Management for Mark-IT <ul style="list-style-type: none">Apply Sykes tools to achieve business targets, providing resources to clients, identifying and suggesting changes to customer facing contact process for improvements purposes.Achieve a high customer service rating as per KPI expectations at Sykes.Follow and apply Sykes policies and procedures as per intern conditions and responsibilities.Fully understand Sykes client requests, documenting & engaging appropriate resources.Document cases and provide closure to customer issues and requests.
Education 2020-2022	Masters Degree in IT from Swinburne University of Technology (Commenced)
2015-2019	Bachelor Degree in Commerce (Computer Applications)

2014-2016	AnwarUl Uloom College (Completed) Percentage: 86% Intermediate: Sri Chaitanya Junior Kalasala- 2015 Percentage; 90.3%
Technical Skills	Programming Languages: Tally, Focus, Wings, Dot net, Data entry Operating Systems: Windows XP, 7,8,10 Packages: MS Office
Extra-Curricular Activities	Participated and Volunteered Events: <ul style="list-style-type: none"> • Participated in Street cause organized by Hyderabad Youth Assembly • Participated in program to "Creating Social Awareness for Tree Plantation"
Strengths	<ul style="list-style-type: none"> • Flexible in handling and maintaining work • Decisive problem Solver • Disciplined and quick learner • Equally willingness to learn autonomously and get along with people as team member • Hardworking and Patient

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
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