

# LATIFA B SHAIKH



## CONTACT ME

Contact: +971 52 55 91 804

Email: latifahbs15@gmail.com

LinkedIn: latifabshaikh5

## PERSONAL INFORMATION

DOB: 04<sup>th</sup> December 1990

Nationality: Indian

Marital Status: Single

Gender: Female

Blood Group: AB Positive

Religion: Muslim

Language:

English, Hindi, Urdu

## CAREER OBJECTIVE

Dynamic HR professional with proven expertise in data management and conflict resolution, honed at UBI Service Limited. Excelled in personnel engagement and HRIS technologies, demonstrating resilience and dedication. Achieved top performance recognitions, showcasing the ability to multitask and lead with energy.

## WORK EXPERIENCE

### HUMAN RESOURCE EXECUTIVE (UNION BANK OF INDIA SERVICE LTD)

UBI Service Limited, Mumbai | 1<sup>st</sup> Dec 2023 to 17<sup>th</sup> Dec 2024

Duarz HR Services, Mumbai | 1<sup>st</sup> Dec 2022 to 30<sup>th</sup> Nov 2023

- Handling 15k off roll and on roll employee's data with multiple Vertical/Department in UBISL (Home loan, Vehicle Loan, MSME, Education, Credit Card, Gold Loan, CASA, CVPC, NPC, Collection etc.) and also making active, inactive and backed out data and share with management for daily bases
- Create MD report, CPO report, Manpower report and payroll pocket HRMS attendance report and share daily with management
- Create and share off roll new join and exit employee details with off roll payroll agency (Calibehr, Duarz, Quess, Randstad, Teamlease etc.) on daily bases for Employee code generated or deactivate.
- Create, share and maintain all official letters like offer letters, appointment letter, confirmation letter, relieving letter, experience letter, promotion letter, PIP letter, absconding letter, termination letter, warning letter etc. also mark mail to respected agency to released letter.
- once employee complete his joining formalities and submit all required document mark mail to vendor for background verification (BGV) and take the follow up and upload BGV reporting and all document in ZOHO CRM. If found negative report contact compliance team for same.
- Create, maintain and share employee unique code with the employee and support team also create Pocket HRMS for daily attendance and Payroll purpose, also deactivate same once employee left the organization
- Create and courier employee office ID card and visiting card with the help of printstop application and also create, share and maintain official mail id and ZOHO CRM user id after employee clear his training period also deactivate same once employee left the organization
- Coordinate with Vertical Heads, Regional Heads, or management for HR activity. Also coordinate and guide and support to Regional HRs and other team
- Arrangement/planning and decoration during all festivals/corporate occasions.
- Maintaining register of all the couriers also Arrangement of snacks/lunch for visitors/auditors/bank officers, etc.
- **In absence of admin, handling of his/her all duties** i.e., Petty Cash, Transport, Invoices, House Keeping, Food & Beverage, Stationery, Dispatch, Pantry, Vendors, and administrative support to the Departments etc.

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## QUALIFICATION

High Secondary in Commerce

University of Maharashtra,  
India |March 2009- March 2010

## COMPUTER PROFICIENCY

Computer: MS Office, Internet,  
Advance Excel, COUNTIF,  
SUMIF, IF, VLOOKUP,  
XLOOKUP, Pivot etc.

Typing: Typing Speed in  
English-(Approx.) 25-30wpm

## WORK EXPERIENCE

### Fire TV Hotspot Digital Marketing and Sales Coordinator (Amazon Development Centre India PVT LTD)

Duarz HR Services, Mumbai | 13<sup>th</sup> Aug 21 to 30<sup>th</sup> Nov 22

- Daily Coordinate with Field Lead Generation sales team, and Building acquisition for Lead
- Generate Work Orders after get Confirmed Appointment (Date, Time and Complete Address)
- Use Google earth portal to create work orders
- Allocate to Case to Fulfillment Field Excitation as per the roster and get updates one on one
- Create, Share and Maintain below mention report with TLs, Managers, Storage Team, and Network team
  - ✓ Daily Lead Received Report
  - ✓ Customer Appointment Report
  - ✓ Work Order generate Report
  - ✓ Field Final update Report
  - ✓ Daily Fulfillment Roster
  - ✓ Field Leads Generate sales team
- Coordinate with Google earth FFT Team for Building details (Azimuth, Cluster ID, Building status etc.)
- Also contact with network team and storage team for hardware
- Dialed and received landline calls to response customer query or complaints and resolve the issue accordingly as per process
- Also Working Different Business Data
  - ✓ Storefront Lead Data
  - ✓ Paid Lead Data
  - ✓ Digital Lead Data
- Also raised complain in system and create Triage ID and forward respective team to resolve customer issue
- Coordinate with Field Executive and Delivery drive for material status.
- Scan new and uninstalation material in system and share with respective team.
- Also contact Filed coordinator and Filed TL for missing material

### THIRD PARTY WORK (CALL CENTER)

- Create and Share calling data with third party thought S3 Portal.
- Create and share weekly and monthly third party emps performance report.
- Also arrange weekly call listening Session meeting to Clear the Scenario of Agents and give feedbacks to the agents
- Helping the third-party team members for their queries related to products operation and process

### ACHIEVEMENT IN AMAZON



Top performance in the month of October'21, November'21 and December'21



Q4'21 AAKRAMAN Winner

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## SKILLS

Employee onboarding, Expert in data with documents management in computer and hard copy, Confidentiality, Data Management, Conflict Resolution, Team Building, Energy, Enthusiasm, Stamina, Patience, Resilience, Dedication, and Self-discipline

## HOBBIES & INTEREST

Travelling

Cycling

Love to Playing with Young Children indoor and outdoor activities game

Listing Music

## Human Resource Recruiter Executive cum Receptionist

**FGheewala Human Resource Consultants, Mumbai, India | Jan 2021 to Aug 2021**

### HR Recruiter

- Minimum Target of 25 CVs in a day as per the positions allotted to them.
- On receiving the position recruiter have to understand the position via research on the company and the requirement given to them
- Make searches on Job Portals as per their availability. Head hunt on Technical and Critical Positions. Check for References.
- Mass Mail on the given positions through Hire craft and Job Portals
- Screen the sourced candidate check his/her relevance according to the position given. Interview the candidate check his interest, Salary, notice period and etc. details as per the project requirement.
- Share the Sourced CVs with the Project Lead by 5:30 pm
- Follow up with shortlisted candidates for their availability for Skype, F2F interviews.
- Parse all the CVs sourced + CVs on their email id.
- Follow up with Project Leads for the shared CVs
- Prepare Daily Report for the Number of CVs sourced

### Reception

- Greet and meet all the walk-in candidates, guests, clients & staff
- Maintain and keep the reception clean
- Make calls as instructed and required + receive all calls and queries and reply back accordingly or transfer it to the concerned staff and also Prepare excel report for all Walk-in Candidates
- Daily send Miss call list to all Staff also upload all data on I Cloud as received by project leads or from interview drives
- Maintain Excel of Selected/Hold and rejected candidates from the In F2F interviews
- Purchase of required pantry stuff from specified vendors with cost effectiveness
- Arrange for Bouquets, Snacks, (Lunch/ Breakfast if confirmed by boss) for Client visit
- Upload Data on HC system as allotted by the project lead.
- All walk-in + old + new interviewed candidates' details to be updated on I Cloud
- Maintain Discipline at the reception and Register for all Interviews conducted in and outside office.
- Make calls to candidates and clients as instructed.

## RECEPTIONIST CUM BILLING MANAGER

**BURHANI HOSPITAL, Mumbai, India | June 2020- Dec 2020 (6 Months Contract)**

- Handling Reception and Billing. Maintain all kinds of paperwork, stock, prepare records, patients diet daily records and also coordinate with Vendors for Oxygen calendar.
- By using HMS, prepare bill for Pathology, Radiology, Casualty, OPD, and IPD patients and give OPD and IPD charges to Consultant Doctor's.
- Response and assist all inquiries on calls and face to face and also taking appointments for patient's and doctor's for OPD
- Giving OPD charges to Consultant Doctor's. and maintaining petty cash vouchers
- Acknowledging and resolving patients/relative feedback and complaints and handle upset, angry, irate patients/relative also Ensure Patient/Relative satisfaction and provide professional support.
- Prepare and maintain employee's attendance record, salary sheet and weekly roster for Nursing, Ward boy and Aaya.

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## PASSPORT DETAILS

Passport no.: T6640301

Passport Type: ECNR

Issue Place: Mumbai

**\* Conneqt Business Solutions (formerly TATA Business Support Services) (Total 6.6 Years)**

### **COORDINATOR (MAGMA FINCORP LTD.) Dec 18 to May 20 (1.6 mths)**

- Selling SME loan, New and Used Car Loan and Home Loan
- Create and share ZCM, CSM, Location and Unction Lead Dashboard with TL, Trainer, MIS, Operations Manager and with Client
- End to end follow up with field team for lead closure and also Motivate & drive the team for targets
- Managing an average team size of 45 members for lead generation
- Responsibility for delivery of the defined customer experience in every interaction
- Call monitoring and giving feedbacks to the agents with TL and Manager Help
- Spoke of Call-Calibration-Internal and external calibration
- Weekly call listening Session to Clear the Scenario of Agents
- Conduct Briefing dip check of non-CSA's and sharing process dip check tracker product wise
- Motivating each Team Member, guiding, monitoring their performance and implementing corrective actions as required with TL Help
- Taking product clarification form Client
- Responsible to maintain relationship with existing and newly acquired client
- Sale up sale and cross sale of SME loan, New and Used Car Loan and Home Loan etc.
- Communicating with customers through various channels and acknowledging and resolving customer complaints
- Keeping records of customer interactions, transactions, comments and complaints and communicating and coordinating with colleagues as necessary

### **COORDINATOR (TATA MOTORS FINANCE LTD.) Dec 13 to Dec 18 (5 years)**

- Co-ordination with branches, HO, Dealers and concern departments to lead status and resolve issues of customers
- Share the New Vehicle Finance (Lead) report and Refinance (Lead) report with MIS, Operations Manager and with TL
- Handling Backend activity following up with branches, HO, Dealers and concern departments
- Arrange the call back for Linguistic call back, Abandoned and disconnect Data and share the call back report with Operations Manager & Team Leader(s)
- Create and share the report with TL, Trainer, MIS, Operations Manager and with Client
- Dashboard, Dynamic Report, QRC Report, Email report, Test Call report, Daily Real Time CMS reports (Offer Call, Answer Call & Abandoned Call), CIBIL data after Scrubbing DNC etc.
- Co-ordination with Quality, Training department for process improvements.
- Taking Test calls and sharing the feedback with them on regular basis.
- Check Email ID, QRC and give them timely feedback accordingly
- Also publish the daily / weekly / monthly QRC Sage Error Report, E-mail Report, ACD Reports, Login Hrs Report, AHT Report and Break Report with the team members (CSA), TL(s) and Operations Manager
- Helping the team members for their queries related to products operation and process
- Also looking after the team members and responsibilities in the absence of Team Leader(s)
- Looking after the Real Time CMS Monitoring in the absence of Team Leader(s)
- Also working on Quality Check report and Resolution failed reports
- Motivating each Team Member, guiding, monitoring their performance and implementing corrective actions as required with TL Help.