

Contact

7517867628
nadeemshaikh24278@gmail.com
<https://www.linkedin.com/in/nadeem-shaikh-6a2599158>

Skills

Ms Office 2010
Computer Reservation System
Internet
e invoicing
Customer Services

IT Skills

Outlook 2007
Microsoft D365

Nadeem Shaikh

Senior Associate | Pune

Senior Associate

Experience

Accelya Kale Solution Limited

Senior Associate
May 2015 – Nov 2023

- Currently working for Eurowing Contract Coding in Finesse where I code new contracts between Eurowings and vendors for services provided by them at different airports this also includes the ground handling services.
- Make changes in the existing contract upon changes received for the vendor.
- Data capturing for the invoices received by different vendors and recon the invoices captured by different staff.
- Working for Managed Process Services department in which we perform TAX Coding for all the airlines who file their tax requirement to IATA office. We also file different industry requirement like TPM’s, proviso’s FDR, MMR, ACD, etc..
- All the above activity is performed using the software call APEX. APEX® is an industry-recognized proration engine. It handles complex interline agreements of airlines with 99% accuracy and reduces revenue leakage and increases speed of interline settlements.
- Ensure that the entire coding is done on time and handle client queries via email.

SharafDG

Call Center Executive
Jun 2011 – May 2015

- Ensure the customer is dealt with in a pleasant, professional and efficient manner providing best in class customer service and products. Ensure high level of customer satisfaction and enhancing the brand image to meet and exceed set standards. Continuously drive Gallup Customer Service Value to improve customer engagement.
- Achieve SLA’s and KPI’s target for daily, weekly and monthly Calls.
- Ensure that all documentation and system accuracy is maintained and relevant documents are obtained at all times of and scanned clearly into the system.
- Continuously exceed customer expectations from all customer touch points within the business. All customer queries handled in a professional and timely manner.
- Send LPO’s to the suppliers for customer home deliveries.
- Resister service complaint with the service centers for warranty and extended warranty service issues of the customer’s MDA cases.

Lotus Boilers & Pressure Vessels Pvt. Ltd. (India)

Office Administration Executive
May 2004 – Jun 2011

- To receive all incoming calls from various venders clients, and route them to the appropriate extension
- To supervise and coordinate the activities of staff/contracted employees.
- Pre-screening, initial interviews of prospective job applicants.
- Conduct orientation programmers of new employee.
- Co-ordination Staff Training and development programmers, preparation of job descriptions, assessment and promotion.
- Prepare estimates of expenditures, maintain budgetary and inventory controls.
- Maintain management information system and recommendations.

- Statutory obligation and compliances.
- Review and response to correspondences/ secretarial and executive service to management.

Education

Bachelor of Commerce (B.Com)

Business Administration

Pune University

2004 (Full time)