

Naved Abdul Hakim Shaikh

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📍 Baniyas Square, Dubai.

📅 10/08/1997



Professional Experience

Quality Assurance Executive

09/2023 – 01/2024

Grandiose Supermarket

- Making sure that the order is delivered in 60 mins.
- Calling the customers for substitution and giving slight discount if needed.
- Following escalation process to avoid delay.
- Taking necessary steps to avoid order cancellation.

Sr. Customer Service Associate

06/2022 – 07/2023

Teleperformance

Mumbai, India

- Provided excellent customer service by answering inquiries, resolving complaints and guiding customers through the reservation process.
- Maintained accurate records of customer interactions for future reference.
- Assisted users with their Past, Current and Future reservations.
- On basis of performance and stats got promoted as SME for 2-3 months and then transferred to higher department.
- Creating win win situations for both Hosts and Guests.

Sr. Representative Operations

08/2021 – 05/2022

Concentrix

Mumbai, India

- Provided technical support and troubleshooting assistance to customers via phone, email, and chat.
- Investigated customer service issues and provided timely resolutions.
- Monitored incoming requests and prioritized tasks based on urgency.
- Giving the basic trouble shooting to the users and arranging an onsite service.

Jr. Travel Consultant

06/2019 – 04/2020

Riya The Travel Expert

Mumbai, India

- To audit live PNR's by pulling them out from different queues.
- To ensure that the correct fare and commission is been charged.
- To raise debit memo and charge penalties.
- To escalate any issues or ideas in first instances.

Associate

06/2017 – 03/2019

Baldor Technologies Pvt. Ltd.

Mumbai, India

- Verified data provided by vendors.
- Connect with vendors to get the tasks done on time.
- Identifying the errors done and get them corrected.
- Was familiar to every process on floor like Address, Employment and Education verification.

Education

Bachelor of Commerce

06/2018

Swaran Education Council

Passed B.com with 63.78%

Diploma in Travel and Tourism (IATA)

09/2019

Eduglobe School of Learning

Mumbai, India

Cleared IATA in first attempt.

MS Office

09/2013

AAA Computer Institute

Mumbai, India

Acquired A Grade.

D.T.P
AAA Computer Institute
Acquired A+ Grade.

11/2013
Mumbai, India

Photoshop
AAA Computed Institute
Acquired A Grade.

03/2014
Mumbai, India

Skills

- Good Communication - I am adept at effectively communicating with others in various situations. I possess strong skills in articulating my thoughts clearly and concisely, active listening, asking clarifying questions, empathizing with others' perspectives.
- Ability to work in team - My experience has given me the skills to be a valuable team player, while also being able to work independently when necessary.
- Willingness to learn - I am a quick learner and I am open to learning new things and expanding my skill set.
- Strong Ethics - I take punctuality very seriously and I am always on time. Meeting deadlines is a top priority for me, and I consistently meet them.

Declaration

I hereby state that the above details are true to the best of my knowledge and I will be responsible for any defaults.

NAVED ABDUL HAKIM SHAIKH
Mumbai