



PROFILE

Energetic self-starter and team player. Seeking challenges and opportunities, that would encourage continuous learning and growth.

Analytical & collaborative personnel, with good eye for detail.

Fast learner with ability to adapt quickly to changing environment.

STRENGTHS

Adaptable

Analytical

Collaborative

Time Management

SKILLS

MS Office (Word /Excel / PowerPoint)

MS Excel programming / data crunching / data cleaning

Internet surfing and researching

SAAD ABDUL LATIF HAKIM

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WORK EXPERIENCE

ADORN Media India LLP –B2B

HR Assistant/Senior Data Research Analyst (Mar 2022 – Apr-2023)

Assisting HR manager by making daily and monthly roasters. Administering test, scheduling appointments, maintain records and information, recruiting and hiring of candidates. Maintain company culture, create safe work environment.

BHARTI AIRTEL PVT LTD

Customer Service Representative (Apr-2018– Feb-2020)

Facilitating customer service -queries and complaints for walk-in customers. Assisting Store manager in day to day operations of the store. Maintaining records of all customer interactions. Maintaining staff records, staff rostering and attendance tracking. Facilitating orientation and trainings for new products and new joiners. Assisting in relevant reporting requirements, tracking sales and financial goals. Inventory management

AMDOCS India Limited – Pune India

Back Office/Customer Support Executive (Sep-2016 – Mar 2018)

Scrutinizing customer database and preparing customer list for follow-up on pending payments / dues. Informing customers via tele-calling and email regarding pending bills. Daily target 50 Numbers/BAN per day. Average target achieved by 70% and above.

HERBAL LIFE India Pvt. Ltd – Pune India

Customer Care Associate (Jan 2013 – Oct 2015)

Responding to customer queries over the phone and via emails. Gathering and uploading information on customer queries to database. Per day target - 20 Customers calling and product selling. Achieved target of 75% and above.

EDUCATIONAL QUALIFICATION

Bachelor of Commerce (B. Com) University of Pune – INDIA Year 2011

PERSONAL DETAILS

Date of Birth: 08th April 1989 **Nationality:** INDIAN

Marital Status: Single **Languages:** English / Hindi / Urdu

Visa Status: Residential/Own visa