



# SK WARIS

## GET IN CONTACT

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## PERSONAL DETAILS

- Current Location      Kolkata
- Date of Birth          Feb 21, 1996
- Gender                  Male
- Marital Status        Married

## SKILLS

- Windows operating system
- Customer service skills
- Problem analysis.
- Leadership & communication
- Time management
- Team management
- Microsoft Outlook Mail. Microsoft Office
- Microsoft Excel, Pivot Tables, VLOOKUP

## TECHNICAL SKILLS

- Organizational (Task Prioritization).
- Administration Skills Data Analysis & Problem-Solving Skills. Customer Experience. Third-Party Logistics (3PL). Inventory Control. Customer Support. Warehouse Operations Planning. Administration Customer Satisfaction. Warehouse Management Systems. Inventory Management.

## LANGUAGES KNOWN

- Hindi
- English
- Bengali

## COURSES & CERTIFICATIONS

- Network Administrator
- Network Expert
- Network Support Executive
- Hardware Engineer

## SOCIAL LINKS

- <https://www.linkedin.com/in/sk-waris-70b99b5b>

## EDUCATION HISTORY

**Class:** XII

**Board:** West Bengal

**Year of Passing:** 2014

## WORK EXPERIENCE

### Customer Service Associate at Teleperformance Kolkata (May 2024 to Present)

Skilled in managing customer inquiries, resolving complaints, and providing product and service information via phone, email, and chat. Proven ability to handle high volumes of interactions while maintaining a positive attitude and ensuring customer satisfaction.

### Administrative Team Lead at Maersk Global Services Pvt Ltd Dubai (Oct 2022 to Jan 2024)

As a team lead, responsible for supervising and managing a team of administrative professionals involves providing guidance and support to team members. Daily operations work, ensuring tasks are completed accurately and within established timelines. Managing and organizing various documents and records. Handling internal and external communications, distributing tasks among team members.

### Warehouse Administrative Assistant at Agility Logistics Dubai (Apr 2020 to Oct 2022)

Handling admin duties in warehouse such as organize inbound and outbound tally sheet. Maintaining an accurate and detailed record of the shipments received and shipped. Thoroughly inspecting merchandise for any damages and discrepancies. Maintaining an accurate record of all merchandise received and distributed. Coordinate and liaise with customers, forwarders & warehouse for shipment readiness and delivery schedules.

### Fusion BPO OYO Customer Care (Jan 2019 to Dec 2019) Kolkata

Attending customers call for booking, complain, query etc.

### Indane Gas Metiabruz (Jan 2018 to Nov 2018) Kolkata

Daily basis of Customer query complaints, KYC and data entry.

### Cegura Technologies BPO (Oct 2015 to Dec 2017) Kolkata

UK Home Survey Process.