



SHRAIM AHMED

CUSTOMER SUPPORT

- Al karama, Dubai, 00000,
United Arab Emirates
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EDUCATION

- **INTERMEDIATE**

GOKUL JR COLLEGE,
INDIA HYDERABAD
2020
 - Received Merit Scholarship for academic excellence
 - Completed advanced projects in Mathematics and Science
- **SCHOOL**

BRILLIANT GRAMMAR
HIGH SCHOOL ,
HYDERABAD INDIA
2018
 - Graduated with Honors, maintaining a GPA of 3.9/4.0

LANGUAGES

- ☐ English
- ☐ Hindi
- ☐ Urdu

HOBBIES

Photography, Content creating,

COURSES

- **MICROSOFT OFFICE**

JAK INSTITUTE
NOV 2024
- **WORD, EXCEL,
POWERPOINT,
OUTLOOK**

JAK INSTITUTE
SEP 2023

ABOUT ME

- I am passionate about joining a dynamic organization that prioritizes personal and professional growth. Committed to leveraging my abilities and enhancing my skill set, I thrive in collaborative and innovative environments. My goal is to drive success and foster mutual growth, contributing significantly to the organization's development.

WORK EXPERIENCE

- **CUSTOMER EXECUTIVE | APR 2023 - AUG 2024**

CONNEQT SOLUTIONS, HYDERABAD
 - Developed innovative solutions tailored to client needs, driving satisfaction up 40%.
 - Implemented effective upselling strategies, increasing average deal size by 25%.
 - Trained and mentored junior team members, fostering a high-performance culture.
 - Cultivated a high-performance team culture through mentorship.
- **STORE INCHARGE | MAR 2021 - OCT 2022**

OLIVE SUPERMARKET, HYDERABAD
 - Analyzed market trends to optimize effective sales strategies.
 - Trained and mentored junior team members, fostering a high-performance culture.
 - Evaluating the supply and availability of stocks, and profit-margins.
 - Monitoring shelfe stocks and product displays, and the general appearance of the store.

SKILLS

Operating systems: Windows 2000/XP/Windows 7,8 & 10	Accepting new challenges		
Microsoft Office, MS Excel & MS word	Dedication towards work	Accounting	
Customer support	Positive thinking	Decision making	Problem solving

PERSONAL DETAILS

Date of birth	Nationality
20/05/2003	Indian
Visa status	
Visit	