**CURRICULUM VITAE**

**Mohd. Salman**

H.No. 3798

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**CAREER OBJECTIVE:**

To obtain a challenging and responsible position in a professionally managed organization where I can work in all the phases and utilize my skills in contributing effectively for the success of the organization and to further improve my personal & professional skills.

**EDUCATIONAL QUALIFICATION:**

* 10th Passed from Anglo Arabic Sr. Sec. School in 2011
* 12th passed from Anglo Arabic Sr. Sec. School in 2013
* BA Graduate from Delhi University in 2017

**TECHNICAL QUALIFICATION:**

* One year computer software application diploma & complete knowledge of basic computer (Excel, MS‐office & Power point)
* Diploma in Urdu Language

**WORKING EXPERIENCE:**

* Currently working with **FS Communication** as a **Marketing Supplier** from April 2019 to till date in Delhi.
* Worked with **Cogent E- Service** as a Tele Service Associate from Sep 2018 to Feb 2019 in Delhi. (6 months)

**Major Job Responsibilities in FS Communication: -**

As a Marketing Supplier, My role is to provide complete support for different projects as well as maintaining all the records.

* Collaborate and coordinate to ensure that they are delivered on time, on budget and to agreed quality standards.
* Client and vendor communication along with coordination with inter and intra departments.
* Gather additional information about reported issue.
* The role involves providing 24\*5 Training Administration issue/ E-mail & Chat Provide the customer with resolutions / Training scheduling options.

**Major Job Responsibilities in Cogent E-Service:-**

As a **Tele Service Associate,** I am responsible for resolving complex issues including conducting research to the ongoing processing environment.

* Track project changes and managing Inbound and Outbound call flow.
* Client and vendor communication along with coordination with inter and intra departments.
* Generating reports on daily, weekly & monthly basis and analyzing data for accuracy.
* Involvement with different teams and contribute to team and organizational work.
* Active participation in company organized events like poster making, social activities etc.

**SKILLS/STRENGHTS:**

* Self-motivated and having passion to succeed.
* Experience of working in a team has increased my capability of team work and has helped me develop excellent coordination and negotiation skills.

**HOBBIES: -**

* Playing cricket and video games etc.

**PERSONAL DETAILS:**

|  |  |
| --- | --- |
| Date of Birth |  |
| Marital Status | Single |
| Father’s Name |  |
| Nationality | Indian |
| Sex | Male |
| Language Known | Hindi, Urdu &English |

**Declaration:**

I hereby declare that all the above details furnished by me are true to the best of my knowledge

Date:

(Mohd. Salman)