

CURRICULUM VITAE

Shaima parveen

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D/O Mohammad Rayees Ahemad

**H.NO : 12-1-487/B/11/51/7 Asif nager
hyderabad.**

Personal Profile :

Name : Shaima parveen
**Father Name : Mohammad Rayees
Ahemad**
DOB : 28-07-2001
Gender : Female
Nationality : Indian
Languages : English, Hindi.

Career Objective:

To work in a competitive environment and looking for opportunities in B.P.O that challenges my skills to its limits, so that I can utilize my technical and interpersonal skills for company's growth offering good leadership qualities.

To take up a challenging Career grows with honesty, loyalty, Good relationship and best performance, and translate my Experience, knowledge, skills and abilities into value for an Organization.

Academic profile:

	INTERMEDIATE :
Stream	: BIPC
Percentage	: 75%
College	: Mother junior collage
Board	: Board of Intermediate Education
Year of Passing	: March-2020
	<u>X STANDARD :</u>
Percentage	: 85%
School	: GHS Govt high school
Board	: Board of Secondary Education
Year of Passing	: March-2017

Professional Snapshot:

- Worked with **Hamstech online services PVT LDT Panjagutta Hyderabad** as Education counselor Telesales (Operation department) for 1 year.

Experience:

Since January 17th 2022 to till date.

Working as a Education counselor at Hamstech online services PVT LDT Panjagutta Hyderabad.

Role & Responsibilities:

- Role is to Work as a education counselor as a Telesales (Operation department) and Enroll the student in Fashion designer & Interior courses.
- Handling over 70 to 80 calls per day (Identifying prospect leads and maintain google & Excel Sheet)
- Generating prospect leads & closing to admission.
- Reaching weekly & monthly targets.
- Maintain data over the months & years.

Since 23 March 2023 till date

Working as a customer support executive(both voice & non- voice) at Q connect business solutions ranigunj, Hyderabad

Role & Responsibilities:-

- Role is to work as customer support executive
- Resolved customer queries and provide resolutions.
- Handle both voice process & non-voice process

Skills:

- Calls Handling, active listening and convincing skills.
- Goal setter, Problem solver, Positive attitude.
- Strong phone contact handling skills and active listening
- Familiar with CRM systems and practices
- Ability to multi-task, prioritize and manage time effectively
- Customer orientation and ability to adapt quickly.
- Quick learning, good quality knowledge, Ability to learn new product quickly, sales Knowledge.
- Good communication skills, active listener, hard worker, public speaking skills.
- Ability to work under team.
- Able to adapt to the new situations.

Maintaining Quality, AHT, Patience, Good Languages skill.

Awards

- Highest payment revenue generate award. (2022)
- Best performance of the year award (2022)
- Best performance certificate & award in consistency Revenue generate overall organization.

- Best performance & Employee of the year 2022 Award.
- Star performer of the month (2023)

I hereby declare that the details given above are true and to the best of my knowledge.

Date:

Place:
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(**Shaima parveen**