

Mohammed Saif Shaikh

Email: sf2506@gmail.com
Mob# +971-056-6674736
Whatsapp # +91-9920640022
Nationality: Indian



CAREER OBJECTIVE

Web Content Writing / IT - Web based QA / Customer Service

Seeking a career with a growth potential; where my experience, skills and discipline can be utilized.

CORE SKILLS

- Web Content Writing
- Quality Assurance Analyst
- Adobe Photoshop
- MS Word
- MS Excel
- MS PowerPoint
- CorelDraw
- Oracle SQL

COMPETENCIES

- Excellent written and verbal communication skills
- Strong grammar
- Proofreader with an eye for detail
- Quick Learner
- Logical Approach
- Calm and patient

CAREER HISTORY

Quality Assurance Analyst

SYX Services Pvt Ltd, Mumbai

2017-2019

DUTIES

- Conduct thorough testing on the Websites (Globalindustrial.com, Globalindustrial.ca) and Application (PCS App) to verify the site's proper functioning.
- Write test scenarios to conduct quality checks on the website.
- Access data using the Oracle SQL Developer Database tool.
- Log reports in the portal for bugs found on the website while doing quality checks.
- Follow up on the bugs with the Development team to see it is resolved satisfactorily.

Web Content Management

SYX Services Pvt Ltd, Mumbai

2013-2017

DUTIES

- Research the various product features and identify the key features to be highlighted in the content.
- Create complete content and images for the products sold on the company's marketing websites.
- Proofread the work done by the team, to check for correct spelling, grammar & to ensure that company format policies are followed.

Client Servicing

EL-TECH International, Mumbai

*2011-2013***DUTIES**

- Co-ordinate & communicate with the clients.
- Understanding client requirements & effectively communicate the same to the internal team.
- Co-ordination with the internal departments to ensure smooth flow of day to day jobs.

Customer Service Representative

IBM Global Services Pvt Ltd, Mumbai

*2007-2011***DUTIES**

- Assisted eBay USA customers manage their online eBay accounts via web chat.
- Resolved Billing queries, Selling & Buying queries & other technical queries of eBay & Philips USA consumers.
- Focus on First Time Resolution of queries and High Customer Satisfaction percentage.

Customer Service Representative

Countrywide Financial Corporation (CFC), Mumbai

*2006-2007***DUTIES**

- Assisted CFC (USA) employees with questions about Health Benefits, Payroll and Recruitment Queries.
- Escalation of urgent issues on a timely basis to be resolved on a high priority.
- Call back the employees with resolution of any issues put on hold.

Customer Service Representative

EFunds International, Mumbai

*2003-2006***DUTIES**

- Provided email solutions for queries ranging from Phone Services, Billing, Internet and Handset related issues for O2 UK mobile network customers.
- Made presentations to help my team understand the concepts better.
- Emphasis on Customer Satisfaction with utmost importance on first time resolution.

ACADEMIC QUALIFICATIONS**Bombay University**

Bachelor of Commerce

2001-2002