NAVEED AHMAD
SHAIK

Process Associate

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United Arab Emirates, Dubai 📍

PROFESSIONAL SUMMARY

I am a Process Associate Non Voice with 4+ years of experience in providing effective and efficient customer service to clients. I have a proven ability to multitask and manage projects efficiently. My best qualities include strong problem-solving skills, good communication, and computer literacy. I am well organized and experienced in processing orders, maintaining records, and developing reports. My biggest achievement thus far has been successfully managing a team of 8 associates to deliver quality services within tight deadlines. I am also proficient in working with a range of software applications, including MS Office.

EDUCATION

2013 - 2017

Bachelor of Technology

CMR Engineering College / India, Hyderabad

2011 - 2013

Intermediate

Sree Sandeepani Junior College / India, Kamareddy

2010 - 2011

SSC

Vagdevi Vidyalayam High school / India, Kamareddy

SKILLS

- Time Management   Expert
- Decision Making   Expert
- Customer Service   Expert
- Problem-Solving   Expert
- Analytical Thinking   Expert
- Microsoft Office Suite   Expert
- Data Entry   Expert

HOBBIES

- Traveling
- Bike riding

EXPERIENCE

2019 - 2023

Process Associate
Wipro Technologies / India, Hyderabad

- Identification and analysis of appropriate data resources, research relevant data and information from internal and external sources related to content received from the client with certain policies.
- Sorting of collected data with help of specific tool.
- Reviewing the Accounts as per policies and guidelines.
- Conducted investigations for a variety of cases, including fraud, theft, assault, and homicide.
- Interviewed witnesses, suspects, and victims in order to obtain statements and gather evidence.
- Identifying Fraud and helping customers with their queries through email consult &Chats.
- Exceeded productivity expectations while ensuring meeting quality standards.
- Protecting Google Policies from Frauds in G-pay Platform.

2017 - 2019

IT Support Engineer
Naresh IT Solutions / Indua, Hyderabad

At Naresh IT Solutions, I worked as an IT Support Engineer for a period of two years, providing technical support to customers and resolving their queries. During my tenure, I was responsible for:

- Installing and configuring computer hardware, operating systems and applications
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults

LANGUAGES

- English
- Hindi
- Telugu

AWARDS

- Awarded RnR for 100% Productivity and Quality

- Providing technical advice to customers

- Diagnosing, repairing, maintaining and upgrading hardware and software components

- Supporting the roll-out of new applications