



AFTAB ALAM

Operational Associates

CONTACT

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SKILLS

- Project management
- Team Handling
- Problem Solving
- Time Management
- Copywriting
- Helpdesk
- Zendesk

LANGUAGES

- English (Fluent)
- Hindi(Fluent)
- Bengali (Basics)

EDUCATION

- 2024**
GREAT LEARNING
Copy writing
- 2022**
COURSERA
Project Management
- 2021**
MUMBAI UNIVERSITY
Masters in world history

CAREER OBJECTIVE

Highly professional with over 10 years of corporate experience, working with multiple MNCs and handling global clients as an Operational Associate. Seeking new challenges in life. Postgraduate with a diploma in Project Management, Copy Writing Proven track record and recognized by the CEO for delivering excellent client services, extensive experience of CRM system, helpdesk, Zendesk, Google suit.

WORK EXPERIENCE

- PATIENT ADVISOR-INDIA** **2022 - NOW**
QI Spine Clinic
 - performing administrative tasks, assisting other departments as needed, and ensuring smooth daily operations and a high-performing team, fostering a collaborative and results-driven work environment.
 - Monitor and maintain brand consistency, oversee on sales revenue, customer satisfactions and right product is delivered.
- BUSINESS DEVELOPMENT EXECUTIVE-INDIA | 2021- 2022**
IOU-AFRICA (CONTRACT-REMOTE FROM INDIA)
 - Handled students Globally from India remote using phone, email social media channel.
 - Trained new joiners, onboard students worldwide
 - Worked with associated bank and HR team to make sure sales revenue is met
- CUSTOMER SERVICE-INDIA** **2014 - 2021**
housing.com
 - Handled customer queries via phone, email, and social media to resolve issues. Collaborated with stakeholders to ensure smooth operations.
 - Make sure that customer's data base is updated in the CRM system.
 - Using CRM, Helpdesk and Zendesk softwares.