

Fahad Iqbal Shaikh

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Career Objective:

To be associated with an esteemed organization as part of challenging team, which would give me an opportunity to grow professionally, prove efficiency and attain greater heights.

Skills:

Positive attitude and good presentation skills
Organizational and problem solving capabilities
Excellent communication skills

Professional Experience:

Epi Center Technologies PVT LTD.

Epi Center is a leading Customer Contact Center which provides unparalleled services in Collections, Customer Care, Sales and Tele Marketing.

Designation: Sr. Customer Representative Associate (CRA)

From September 2010 to December 2016 and December 2018 till November 2020

Key Functions:

Worked in the voice based process for United Kingdom, The United States of America and Canada.
Used to handle outbound/inbound calls on late stage accounts and 90+ days delinquent accounts.
An outstanding performer overachieving targets in terms of Quality, Productivity and Schedule Adherence.
Trained and mentored the new hire batch, conducted team briefings, mock calls for the new hires.
Successfully executed all the responsibilities assigned in absence of my Team Leader.

Achievements:

Recognized and awarded the Super Collector Certificates on several occasions during my tenure for excellence in performance and quality.

First Source Technologies PVT LTD.

First Source is a leading Customer Contact Center which provides unparalleled services in Customer Care and Technical Support.

Designation: Customer Service Associate (CSA)

From April 2009 to July 2010

Key Functions:

Worked in the voice based process for United Kingdom.

Used to handle inbound calls and assist customers in resolving their issues related to their Dish TV, Broadband and assist them in processing payments over the phone and also upgrade their Dish TV and Broadband packages.

E-zine Connect Center

E-zine is a leading Customer Contact Center which provides unparalleled services in Collections, Customer Care, Sales and Lead Generations.

Designation: Customer Service Representative (CSR)

From September 2008 to March 2009

Key Functions:

Worked in the voice based process for United Kingdom.

Used to handle outbound calls and for Mortgage, switch telephone service provider and also use to switch customers gas and electricity suppliers.

Only Much Louder Event Management PVT LTD. (OML)

OML is an event management company which provided services in assisting clients to manage their shows like Award shows, school events and parties.

Designation: Activity Supervisor

From March 2006 to February 2008

Used to handle events in terms of set ups, License for the shows and handling ground staff.

Educational Details:

Successfully cleared SSC from Antonio D'souza High School in 2001 (Mumbai Board)

Successfully cleared HSC from NOIS in 2003 (Delhi Board)

Successfully cleared Bachelor of Arts degree from Cambridge College in 2006, (Delhi Board).

Computer Skills:

Basic knowledge in computer i.e MS Office, MS Word, MS Excel and MS Outlook.

Personal Details:

Date of Birth: June 28th, 1985

Nationality: Indian

Place: Mumbai

Languages known: English and Hindi

Marital status: Single

Passport number: T6663404

I hereby declare that all the information provided above is true to the best of my knowledge.

Thanking You,

Fahad Shaikh