

# Taufiq Ahmed

## Operation Supervisor

Professional Operation Supervisor with 3+ years of experience In Supervising, Back Office and Arrangements. In the past two years, I have achieved experience in operation and customer service. Seeking a position in management at your company. I am self motivated and hardworking with verbal and written communication skills and meaningful knowledge.

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## WORK EXPERIENCE

### Operation Supervisor

[Sky Waltz Balloon Safari](#)

10/2018 – 03/2020

Jaipur, India

- Determined the client's needs by asking relevant questions and listening actively to response.
- Staying in touch with the trip leaders to make every to make every arrangements accordingly to the schedule.
- Ground operation, customer service, retail sales satisfaction, payment operation greeting, making all over the reports on Excel during of whole operation.
- Helped create and improve highly available, efficient, real time and reliable services for customers.

### Site Supervisor

[Johnson Controls India](#)

07/2017 – 08/2018

Mumbai, India

- Supervised and controlled on over manpower and work which was under mine.
- Installation of F.A.S and P.A. cable relevant devices (Hooter, Telephone jack, CCTV etc) through fire system diagram
- Completed five major projects, collaboration with the seniors to develop, measure and maintain works.

## EDUCATION

**Bachelor of science ( Physics Chemistry Mathematics)**

Mahatma Gandhi Kashi Vidyapeeth Varanasi

## SKILLS

Receptionist

Teamwork

Leadership

Computer skills

Problem solving

Adaptability

Decision-making

Flexibility

Research & Strategy

Speed Typing

## CERTIFICATES

- Google Digital Marketing (2020)
- Google Analytics Individual Qualifications (2020)

## LANGUAGE

Hindi

*Native*

English

*Full Professional Proficiency*