



SHEIK ABDUL KHADER I

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Career Objective:

Aim to associate with a progressive organization that gives scope to update my knowledge and skills in accordance with latest trends and be a part of team that dynamically work towards the growth of the organization.

Profile Summary:

Having more than 8+ years of IT and BPO experience in **Helpdesk support, Customer service** projects and **Finance**. During my professional experience, I have worked in areas like **ERP Application, MIS maintaining, Reporting**, and handling **Customer Email** through **Salesforce**. Demonstrated history of creating multiple reports that contribute strategic direction and critical business decision leading to sustain growth and profitability. Strong team working skills including managing the teams and producing high quality results.

KEY SKILLS:

- | | |
|------------|-------------|
| ✓ C, C++ | ✓ MS Office |
| ✓ MS Excel | ✓ VBA-Macro |

Professional Experience:

Senior Application Support Analyst at Spectromax Technology Private Limited, India (from June 2020 –January 2021):

- Handling customer application issue tickets.
- Working in ERP application to resolve the issues.
- Work within a live SQL environment to resolve the issues.
- Monitoring Nagois server and AWS server on hourly basis
- Preparing status report in hourly basis.
- First point of contact for customer emails.
- Guiding customer to upload school products in Edu market site.

Senior Business Executive at Northern Lights Technology Development, India (from Dec 2016 – June 2020):

- Delegating order request via Salesforce.
- Responsible for the complete email communications of client
- Responsible to send reply mail to customer based on their query.
- First point of contact for customer emails.
- Categorizing E-Mail as per SOP.
- Classify the emails as per client's instruction into various buckets.
- Identify, diagnose, and resolve problems affecting performance.
- Worked on excel and VBA macro to edit the reports based on client
- Run the reports from different tools like AS400/Iseries, SQL, Commerce sites.

Senior Process Associate at Shriram Value Services (Sep 2010 to Aug 2016)

- Responsible for Processing the Insurance & Deposits applications.
- Attending customer query, pertain to Insurance, Deposit & Foreclosure Norms
- Processing new deposit certificates for individuals, business, trusts, etc.
- Maintaining MIS report for all customers Insurance and Deposit details.
- Scrutinizing & proposal entry of Life Insurance Applications
- Processing surrender policy of Life Insurance Applications.
- Updating assignment entry from policy holder to third party.
- Receipt raising for renewal payment dues.
- Handling customer queries regarding policy and surrender details.
- Doing QC verification for deposit application.
- Authenticating QC verified application for deposit.

Qualification

Particular	Institute	Year
BCA	The New College, Chennai, India	2010
Higher Secondary School	Kellett Higher School, Chennai, India	2007

Technical Skills

- Microsoft word
- Microsoft power point
- SQL
- Microsoft excel, VBA Macro
- A self-starter, have positive can do attitude
- Able to work under pressure whilst working towards tight deadlines
- Able to manage the team effectively

Personal Information:

Date of Birth	:	19-May-1989
Marital Status	:	Married
Language Competency	:	English, Hindi
Passport Number.	:	K6147877
Nationality	:	India
Visa Status	:	Visit
Visa validity	:	90 Days
Visa expiry Date	:	19/01/2022