

RESUME

Shagufta Nishat

Nampally-500004

Email: shaguftanishat1710@gmail.com

Contact No: 9966904259

CAREER OBJECTIVE:

To serve in an organization with high spirits and skills, promoting superior values and work with clear goals to enhance my career to greater heights and maximizing talents to contribute it towards the organization.

EDUCATIONAL QUALIFICATION:

- Masters from Andhra Yuvathi Mandali Business School -2023, Hyderabad
- B. Com from Osmania University- (COMPUTERS) - 2020, Hyderabad
- Intermediate from Sai Chaitanya College -(MEC) - 2017, Dilshuknagar, Hyderabad
- SSC from Bharathi Vidhya Bhavan High School - 2015, Golnaka, Amberpet, Hyderabad

Experience:

SUTHERLAND GLOBAL SOLUTIONS (US Staffing)

(Feb 2024 – Present)

Associate Account Management:

Roles & Responsibilities: -

- **Client: WAYFAIR**
- Review open ticket from daily Ageing report.
- Monitoring the both supplier and customer .
- Good understanding ability what the customer wants.
- Have good clarity in communication with patience and problem-solving skills.
- Communicating supplier and customer through E-mails.
- Handling customer complaints and resolving issues and conflicts and to be clear and concise.
- Providing alternative resolutions for the customer as per supplier request.
- Providing information and offering services to customer.
- Process and manage customer requests, inquiries, and transactions
- Working on bottom Quartile Customers for improvement
- Working on High & Low parameter Analysis
- We need to conduct call calibration internally and externally, live call with the Supplier for customer resolution

Andhra Pradesh Productivity Council
Jun 2022)

(Mar2021-

MIS CO-ORDINATOR

Roles & Responsibilities: -

- Provide support and maintenance to existing management information system
- Generate and distribute management reports in accurate and timely manner.
- Develops MIS documentation to allow for smooth operations and easy system maintenance
- Prepare monthly & yearly bank statements.
- Prepare cheque payments & petty cash.
- Check spreadsheets for accuracy
- Maintain digital and physical records.
- Handling E-mails

TECHNICAL QUALIFICATION:

- Packages: MS-Office (Word, Excel, Power point)

ACHIEVEMENTS:

Awarded twice as the best performer of the team with no escalations

STRENGTHS:

- Good listener and maintaining punctuality
- Interpersonal skills and zeal to learn new things
- Create positive work environment.

PERSONAL INFORMATION:

Name	: Shagufta Nishat
Father's Name	: Abdul Rasheed
Date of Birth	: 17/10/1998
Nationality	: Indian
Languages	: English, Hindi & Urdu
Hobbies	: Painting/Crafting
Residential Address	: Redhills, Bazarghat, Nampally- Hyderabad 500004

DECLARATION:

I hereby solemnly declare that all the statements made above are true and correct to the best of knowledge and belief.