

Mr. AMAN MEHBOOB SHAIKH

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SUMMARY

Detail-oriented Quality Inspection professional with 1 year of experience at JCB INDIA LTD. Proficient in conducting thorough inspections, identifying defects, and ensuring compliance with quality standards. Seeking a role as a Customer Service Representative or Customer Support professional at any company to leverage strong communication skills, problem-solving abilities, and commitment to providing exceptional customer service.

EXPERIENCE

Quality Inspection

JCB INDIA LTD

August 2022 – October 2023, Talegaon MIDC, Pune, MH

- Quality Inspector | JCB India Ltd – Conducted Rigorous Inspections: Ensured top-tier quality in Excavators, WLS, and Compactor machines. – Resolved Customer Issues: Proactively addressed and resolved concerns, reducing response time by 20%. – Optimized Processes: Streamlined inspection workflows, resulting in a 15% reduction in turnaround time. – Data-Driven Decision-Making: Analyzed customer satisfaction data, contributing to a 12% increase in overall product quality. – Enhanced Communication Protocols: Improved communication channels, achieving a 25% reduction in response time. Eager to bring this impactful expertise to a customer support role, driving excellence and satisfaction.

EDUCATION

Diploma graduate

Minor in Mechanical Engineering • Government polytechnic, Karad

- Vidyanagar, Karad Dist. Satara 415124 Government Polytechnic, Karad Vidyanagar, Karad Dist. Satara 415124
- 2019 • 78 %

CERTIFICATIONS

Customer Relationship Management (CRM)

Great Learning

- Elevated my skills with a CRM certificate from Great Learning, a pinnacle institute. Mastered customer relationship management, data analysis, and effective communication. Practical application and industry relevance set me apart, providing a solid foundation for impactful contributions in the field.

Chatgpt (Introduction to Chatgpt)

Great Learning • 2024

- Distinguished myself with a ChatGPT (AI Knowledge) certificate from the esteemed Great Learning institute. Acquired cutting-edge AI knowledge and practical skills. Elevate your team's capabilities with my advanced expertise.

Independant Travel Manager

Dreamport • 2024

- Empowered my journey in the travel industry with an Independent Travel Manager certificate from the esteemed Dreamport. Mastered dynamic travel management strategies, enhancing my expertise in creating unforgettable experiences. Ready to curate exceptional journeys and exceed client expectations.

SKILLS

1. Customer Relationship Management (CRM)
2. Effective Communication
3. Active listening
4. Ms excel
5. Problem-Solving
6. Multitasking
7. Empathy
8. Patience
9. Positive Attitude
10. Time management