

ASHRAF SHIDDIQUI

CUSTOMER SERVICE EXECUTIVE &
TEAM LEADER

CONTACT

+965 97943881, +91 8392035726

ashrafshiddiqui123@gmail.com

Mahboula, Kuwait

DETAILS

Date of Birth- 29 October, 1999

Nationality- Indian

Passport no.- V8852177

Place of Issue- Kolkata, India

Date of Issue- 02 MAY 2022

Date of Expiry- 01 MAY 2032

EDUCATION

BACHELORS OF BUSINESS ADMINISTRATION (BBA)

BENGAL COLLEGE OF ENGINEERING AND TECHNOLOGY, WEST BENGAL, INDIA

2017-2020

MASTERS OF BUSINESS ADMINISTRATION (MBA)

GLA UNIVERSITY, MATHURA, INDIA

2024-PRESENT

SKILLS

- Customer Relationship Management
- Team Leadership & Motivation
- Conflict Resolution & Problem-Solving
- Event & Operations Management
- Financial Analysis & Accounting
- Strong Communication & Interpersonal Skills
- Time Management & Decision Making
- Proficiency in MS Office Suite

PROFILE

Dedicated and results-driven professional with a strong background in customer service, team leadership, and financial management. Proven ability to resolve customer issues efficiently, enhance customer satisfaction, and lead teams to success. Adept at managing operations, coaching team members, and optimizing processes to drive efficiency. Seeking opportunities to leverage my skills in a dynamic organization.

WORK EXPERIENCE

FITNESS CENTER LEAD

V2X, Camp Arifjan U.S Military Base, Kuwait DEC 2022 - PRESENT

- Managed day-to-day operations of the fitness center at a U.S. Military Base, ensuring smooth functionality.
- Addressed and resolved customer inquiries and complaints via phone, email, and chat, enhancing overall satisfaction.
- Developed and maintained event records, coordinating successful programs for the military base.
- Led a team, fostering a positive work environment and improving productivity.
- Identified training needs, provided coaching, and conducted team-building activities to boost morale and efficiency.
- Maintained accurate reports for management and streamlined operations to improve service quality.

ACCOUNTANT

T.A. AUTOMOBILES, Durgapur, India

JULY 2020 - JULY 2022

- Managed financial transactions and maintained accurate accounting records.
- Prepared balance sheets, profit & loss statements, and financial reports for management.
- Ensured compliance with financial regulations and maintained confidentiality of financial data.
- Verified documentation and processed payment disbursements, improving efficiency.
- Conducted audits and financial analysis, helping to optimize financial operations.

LANGUAGES

English 

Hindi 

Bengali 