

SHAIK IMRAN

: +91 9848120895

Email :- shaikimranmunna42@gmail.com

RR. Résidency. Plot no-10, Munnekolal, Marathalli Bangaluru-560037 (KA)

Career objective:-

To utilize my skills as an analyst for development and to be trained in a highly competitive environment to seek new situations, pursue adaptability, create exceptional value and maximize my share of experience.

Profile Summary:-

Currently working as Front office executive assistant. Competent and result-oriented professional offering Approximate 5+ Years of experience in Customer operations. Quick learner, extremely goal-oriented, innovative and adapts easily to new situations. Exceptional competency in handling tasks both individually as well as within a team. Result oriented and enterprising professional, possesses unrelenting passion to make valuable contribution in building the organization superior and ensuring high standards of service. Communication skills & the ability to accomplish given task within stringent timelines. Confident and resourceful with a willingness to learn new concepts and apply them to yield successful results.

Professional Experience:-

HCL AVITAS PVT. Ltd.

3rd july.2023 to till date

Senoir front office executive**Role and Responsibilities:**

- ✎ Responsible for work towards error-free billing / right in first instance.
- ✎ Managing appointments, registration of patients and Resolution of patient complaints pertaining to appointment / billing etc.
- ✎ Escalation to appropriate team for quick resolutions and patient feedback.
- ✎ Explain packages and discount code apply and usage of system / IT patient records.
- ✎ Effective utilization of all communication and EPABX system and communication about facilities, services offered along policy & prices.
- ✎ Handling Front Desk and Co-ordination, Good Communication Skills and take care of the allocated reception space.
- ✎ Troubleshoot emergencies and monitor stock and order office surplise.
- ✎ Closely work with staff & Planning team on a weekly basis to share feedback information, category information.
- ✎ Ensure company polices and security requirements and skills.
- ✎ Genering the MIS report We have an immediate requirement for Front Desk executive at our Corporate Office.
- ✎ Raise with patients, corporate companies, and other departments to resolve billing inquires and issues.
- ✎ Stay updated on changes in billing regulations and procedures.
- ✎ Contribute to the continuous improvement of the credit billing process.

GREAT LEARNING PVT. LTD.

13th June.2019 to 06 Feb 2023

Customer support executives

Role and Responsibilities:

- We are starting from engaging with the large volume of well-qualified leads till the final conversion i.e. enrolment in the program.
- And we are so Counselling experienced professionals via call or email on which course will be useful to their career progression and suggest the best options.
- Updating and maintaining MIS reports.
- To answer enquirers on chat in a polite and professional manner
- Provide customers with package and service information
- Respond to customer inquiries
- Handle and resolve customer complaints and Working with various stakeholders across multiple teams (including product, tech,
- Identify and escalate priority issues.
- Complete call& transaction logs Capture customer data accurately and input it to a CRM/DB platform.
- Manage large amounts of inbound and outbound calls /emails/chats promptly Identify customer's needs, clarify information and provide solutions Ability to be on phone for a long time and familiar with using dialler systems Record details of customer interactions.
- marketing, etc) and managing multichannel marketing campaigns
- Monitoring performance of each channel-Notification, Email & SMS, and customer cohorts and taking surgical actions.
- Performing analysis like sales funnel analysis, content effectiveness measurement, etc. to improve the effectiveness of CRM channels
- Develop insights and identify opportunities to drive revenue growth.
- Develop and implement new strategies to drive objectives like lead nurturing, cross-selling, and up-selling
- Lead Content Development efforts to improve CRM activities' effectiveness
- Creating periodic reports and preparing decks for reviews
- ✂ Conduct market research to follow trends and competition.

Education Qualification:-

- ✂ Post Graduation Examination in 2017 from Osmania university **69%** marks.
- ✂ Graduation Examination in 2013 from Sri krishna devaraya university **64%** marks.
- ✂ Higher Secondary Examination in 2009 from A.P. Board with **55%** marks.
- ✂ Secondary School Examination in 2007 from A.P. Board with **75%** marks.

TECHNICAL & SOFTWARE KNOWLEDGE

• Operating System Professional.		Windows 98, Windows Professional 2000, and Windows xp
• Software's Knowledge		Windows 8, Windows 10. MS. Office 365 (Excel, Word, Power point, Outlook)
• Dynamic Na-vision		For Making Purchase Order, Transfer Order, Sale Order, Inward Stock, Outward Stock, Stock Receiving, Ship-Shipment etc. For extract data for making reports.
• Qlik-View		
• Vedio/Logo / canva editing		Edit short- and long-form videos for [Company X]'s website and social media accounts Take charge of video idealization and creation Ensure videos meet the marketing team's specifications and guidelines Implement creative notes from stakeholders Offer customers peerless digital experiences Evaluate projects for brand authenticity
• OneDrive		Microsoft is responsible for deployment and continued operation of One Drive for Business clients. Information stored in key folders on the device is synchronized to One Drive for Business.
• Graphic design		Graphic design skills usually include the use of software such as Adobe Photos hop, Illustrator and In Design but many can also draw and design by hand and use these skills to create rough sketches and mock ups.Proficient in Adobe Creative Cloud tools for comprehensive design and editing tasks

Professional Qualification: -

- ✎ On year Post Graduate Diploma in Computer Application(PGDCA) from Galaxy Institute of Information Technology Kurnool (AP.)
- ✎ NCC B certificate certified
- One Year Electronic system design and manufacturing sector of department of electronics and information technology (ESDM)
(Ministry of communication and information technology Government of India)

Personal Strength: -

- ✎ Self – Confident, Motivated and Determined.
- ✎ Ability to work in a team.
- ✎ Affinity to learn and improve.
- ✎ Enjoy challenging work and believe in results.

Personal Details: -

Father's Name	:	Shaik Mabu
Date of Birth	:	12/06/1999
Sex	:	Male
Marital Status	:	Single
Religion	:	Indian Islam Muslim
Salary Expected	:	Negotiable

Date:

Place: Banglore

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