

SHEHANA MOHAFUZ

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Career Objectives:

To become an integral part of the company, using my abilities to the fullest and to propel the company to go beyond the completion. With exceptional interpersonal skills and good command over communication I am certain that I will excel and exceed the organizations expectations.

Professional Experience:

- **Onprocess Technologies, Kolkata**

Job title: Senior Customer Care executive

Responsibilities: Work hand in hand with Comcast as a third party agent providing dispatch solutions, thus managing the timeframe promises for the requested technicians.

Achievements: Acting as an SME acknowledged verbally.

Tech Mahindra Business Solutions , Pune

Job Title: Senior customer care executive.

Responsibilities: Work hand in hand with Three to provide customer Service.

Amazon Development , Pune

Job Title: Resolution Specialist

Responsibilities : Managing customer escalations and providing the customer with resolutions .

Educational Qualifications:

- ISC board with Commerce as the main subject.
- ICSE Examinations (2010) from **Julien Day School** .

Extra Curriculars:

- 1.)Singing.
- 2.) Freelancer abstract artist.

Personal Details

D.O.B- 2nd November 1993

GENDER- Female

NATIONALITY- Indian

MARTIAL STATUS- Single

HOBBIES- Singing

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