

Muhmd Aeraf Shaikh

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Background check analyst

To be associated with progressive organization that gives me scope to apply my skills and provides me with advancement opportunity and knowledge.

WORK EXPERIENCE

Background check analyst

Sterling Talent Solutions

02/2020 – Present

India

analyzing an individual's background check to prevent fraud, misconduct, or identity theft, certification etc.

Sr Transaction processing associate

Accenture

11/2017 – 05/2019

Moderating content on the clients website, sorting contributions that are irrelevant, obscene, or harmful to the society, considering useful or informative data. Adhering to KPIs, targets etc.

Achievements/Tasks

- got an internal IJP to Verizon as chat representative Chatting with US customers with their telecom related issues, customer Focused Empathy, Multi-tasking, Type speed 80 WPM etc

Sr. Technical support executive....

WNS Global Services

07/2015 – 11/2017

Chatting/Emails/calls with UK customer for Centrica PLC (formally known as British Gas/Scottish Gas/Sainsbury Energy) to resolve their queries, making follow ups. Feedbacks NPS, Quality parameters, Surveys Team handling/Floor walk, meeting NPS targets, exceeding quality parameters

EDUCATION

Bachelor in Commerce

Mumbai University

06/2011 – 03/2013

Courses

- Business management, Accounts, Export, C programming, SQL, Digital marketing.

HSC

Commerce ... Mumbai University

06/2008 – 04/2010

Courses

- Book keeping, accountancy etc

SSC

Maharashtra State board

SKILLS

Strong communication skills in written and verbal both.

Expertise in writing emails and taking chats Efficient in working with a team.

Exposed to SAP and efficient with Agent Workbench and KANA (email application).

Well versed in working with Ms office (maintaining Excel, power point presentations, word).

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Fitness enthusiast

Bike Riding

Chess

Basketball