Aftab Alam Bukhari

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##### Personal Details

Date of Birth : September 05, 1973

Father’s Name : Abul Hasan Bukhari

Highest Qualification : B.Com from Mumbai University - 1994.

Diploma in Practical & Computerised Accounting

Languages Known : English, Hindi, Urdu, Marathi

* Almost 21+ years of work experience with the following profiles:
* Administration, Accounts, Office Management Customer Services
* Worked with several large and medium size organizations from India and Middle East.
* Excellent communication skills in English.
* Excellent knowledge of Windows and Microsoft Office.
* English typing speed 40WPM.

**Positions Held Tenure**

Senior Specialist Current profile

Project Secretary cum Document Controller 1 Year

Senior Associate / Executive 3.8 years

Senior Customer Service Executives 3 years

Accounts & Administration Executive 5.4 Years

Secretary Accounts & Administration 2.3 Years

Secretary / Admin Assistant 2.3 Years

Branch Account Assistant & Cashier 1 Year

Junior Customer Services Officer 1 Year

# Summary of Professional/Work Experience:

* **Hexaware BPS (a division of Hexaware Technologies Ltd.) – Authorized Service Provider for Indian Embassy & Consulates – USA.** 16 October 2019 to date – Senior Specialist.
* **Voyager BPO (a division of Ezeego One Tours & Travels) – Authorized Service Provider for Indian Embassy & Consulates – USA.** August 2016 to 15 October 2019 – Senior Executive.
* **HBK Contracting Co. W.L.L – Doha, Qatar – Large Civil Construction & Contracting Company**

August 2014 to September 2015 – Project Secretary cum Document Controller.

* **Willis Processing Services (India) Pvt. Ltd. – Mumbai – International BPO/ITES Company**

September 2010 to July 2014 – Senior Associate – UK Customer/Clients Services – Insurance

* **IBM Daksh Business Process Services Pvt. Ltd. – Mumbai - International BPO/ITES Company**

April 2007 to June 2010 - Senior Executive – US Customer Services – Insurance

* **iCare Services Ltd. – Mumbai – Computer Laptop Hardware & Maintenance Services Company**

December 2001 to March 2007 - Accounts and Admin Executive

* **A.H.A Al-Qahtani and Sons Co. – Dammam, KSA – Trading & Contracting Company**

June 1999 to September 2001 – Accounts Secretary to Finance Manager & Chief Accountant

* **Saudi Aramco Mobil Refinery (SAMREF) thru ANABEEB Co. – Yanbu, KSA – Oil & Gas Company**

October 1996 to February 1999 - Admin Assistant & Secretary to Fire and Safety Superintendent

##### Blue Dart Express Ltd. – Mumbai – Domestic & International Shipping & Logistic Company

August 1995 to September 1996 - Accounts Staff cum Branch Cashier

##### Gamma Share Services Ltd. – Mumbai – Equity Shares & Transfer Outsourcing Company

August 1994 to July 1995 - Junior Officer, Customer Services

**JOB DESCRIPTIONS & FUNCTIONS**

**International BPO/BPS/ITES**

**Hexaware BPS:**

* The Voyager BPO (a division of EzeegoOne Tours & Travels) was acquired by the Hexaware BPS which is a subsidiary of Hexaware Technologies Ltd.
* Providing customer services to US customers on behalf of Indian Embassy and Consulates.
* Assisting customers on phone support for renewing their passports.
* Providing email support to customers on their queries on Passport renewal process.

**Voyager BPO:**

* Providing customer services to US customers on behalf of Indian Embassy and Consulates.
* Assisting customers on phone support for renewing their passports.
* Providing email support to customers on their queries on Passport renewal process.

**Willis Processing Services India Pvt. Ltd.:**

* On call reporting of claims to client’s and third party insurers.
* Research and investigation of claim files for liability instances and settling the claims.
* Providing process orientation & training to new joiners.

**IBM Daksh Business Process Services Company Pvt Ltd.:**

* On call customer service and support to US customers on their life insurance claims.
* Handling and settlement of life insurance claims.
* Reviewing policy terms and condition to settle the claims.
* Providing back end customer support to US eBay.com through email.

**Non BPO – Trading, Contracting, Oil & Gas and Logistic Services**

**HBK Contracting, A.H.A AlQahtani Sons & Saudi Aramco Mobil Refinery Companies in Middle East:**

* Worked as an Executive Assistant/Secretary to Project/Finance/General Managers.
* Attending phone calls in absence of the superior and holding appropriate communication.
* Making arrangements for business meetings as and when required.
* Taking down minutes of meetings and distribution to the concerned personnel/staff.
* Locating and attaching appropriate files to incoming correspondence requiring replies.
* Mailing newsletters, promotional materials, and other information.
* Open, read, route, and distribute incoming mail and other materials
* Scheduling and confirming appointments for clients, customers with the superiors.
* Maintaining paper and electronic filing systems for records, correspondence.
* Conduct searches to find required information, using Internet.
* Establish work procedures and schedules, and keep track of the daily work of clerical staff.
* Learning to operate new office technologies as they are developed and implemented.
* Ordering of office supplies and dispensing the same as and when required.
* Review work done by junior staff before submission for authorization.
* Operating office equipment such as fax machines, copiers, and phone systems.
* Ability to arrange for travel ticket and hotels reservations for superiors’ business trips.

**iCare Services Private Ltd.:**

* Took charge of the entire Accounting and Administration of the organisation.
* Keeping records and maintaining up to date accounting of the organisation.
* Providing all the HR related services for the employees of the firm.
* Handling other administrative functions as required and directed by the superiors.

**Blue Dart Express Ltd.:**

* Worked as accounts staff cum head cashier for a 24/7 branch of the Territory.
* Reporting the periodical credit/cash sales of the branch & territory of 5 branches.
* Providing support to the counter staff for handling walk-in customers as and when required.
* Preparing daily and weekly expenses reports of the branch for Head Office.
* Providing employee attendance report for monthly pay roll Head Office.

**Gamma Share Services Ltd.:**

* Processing share transfers, name correction and several other services for shareholders for their equity share holdings.
* Monitoring and ensuring the validation of the master file/records of customer data as and when required for all the updates from time to time.
* Resolving customer queries on phones for update on their share holdings.

**(Aftab Alam Bukhari)**