

Hasnath Fathima

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OBJECTIVE

A highly motivated and ambitious individual able to give timely and accurate Advice, guidance, support and training to team members and individuals Having a proven ability to lead by example, consistently hit targets, improves best practices and organizes time efficiently.

WORK EXPERIENCE:

Overall 5 years 5 months, where 2 years' experience for Sales & Fulfillment, Procurement and Order Management at Infosys LTD for Client Cisco (End to End).

Managing the process- responsible for the end to end supply chain solution to Cisco.

9 month's for E-mail support at Flipkart under the payroll of Cogent.

1 year 8 months in Immigration process for Canada at As Visas and permits.

As Visas and permits.

Immigration Specialist.

Immigration consultants means assistance and guidance to individuals who are seeking to become permanent residents of a country.

They aim to ensure that potential residents are given the tools they need to confidently navigate the complex administrative and legal waters of the immigration process

- Handling clients by providing the necessary information on all immigration rules and documentation parts about the Permanent resident visa for Canada
- Read and translate all the immigration rules so that the client can understand decipher all the immigration rules before processing the information.
- Intimate all the legal issues that are surrounded the immigration regulation without fail and provide assistance in any legal procedures to be fulfilled by client.
- Advise Client on the best way to work on the IELTS and completing the ECA
- Help the client to prepare for IELTS by providing online links for study and helping them to manage time for the preparation.
- Creating a CIC login for the client and entering the data for them as per the information gathered so that we can wait for the invitation.

- Sharing the screenshot of the points which they have received as per the data and advising them in regards of improvements.
- Providing the proper check list in regards of documents and collecting them from the client which are required to be submitted on CIC website while have received the invitation.
- Counseling the client in regards of provinces which are suitable for them and hence applying from there ends if the provinces are open for their profile.
- Assist in following up of the status of their applications and submitting the visa application by taking payments from the client until they have received the stamped passport.

Flipkart under the payroll of Cognet.

- Handling the customer's issues regarding the status of their products.
- Providing the status of delivery and delivery issues by contacting the hubs.
- Sharing the accurate information regarding their issues.
- Checking the transactions made by the customers and sharing the issues of customers to the appropriate teams.
- Helping to share the productivity reports of the team.
- Providing the process updates.

Aegis Global BPO Ltd.

- Handling sellers queer regarding Infringement issues.
- Help to remove other sellers who are latching into the listings of other sellers who hold's valid documents of the brand.
- Cross checking through government websites and finding out who is the genuine person for who the brand is registered first.
- Maintaining the Subject master specialist role in the team.
- Auditing the cases and monitoring the queues and people management.

Infosys BPO Ltd, Bangalore

- Upkeep internal reports as per the process requirement.
- Primarily responsible for managing client communication, escalations and time sensitive requests.
- Maintaining the Subject master specialist role in the team.
- Auditing the cases, working on reports, monitoring the queues and people management.
- Analyzing the issues and researching.

- Preparing Cycle Time Analysis and Post/Pre Audit report in Weekly basis.
- Providing floor support i.e. assisting the team members on queries.
- Handling Escalations and complaints received by the Client.
- Monitoring & reporting on standards & performance targets.
- Building weekly & monthly reports/presentations to showcase the overall process & team performance.

Process Executive (Jun 2014 -May 2016)

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- Worked on ERP orders using ORACLE 11i & R12 into end to end process.
- Worked in Customer Relationship Management (CRM).
- Manually entering order in ERP and validating the information using Change Order Scrubber, Status Tool and Customer Specifics.
- Handled end to end Order Management process (Quote to Cash process flow).
- Resolving customer queries by interacting with respective cross functional teams.

Applications Exposure:

- Cisco Commerce Tool (CCW)
- ERP & Oracle
- Salesforce.com (CRM)
- CSCC

Trainings with Infosys :

- T100 certification in Insurance and Accounting
- Cultural Sensitive.

Academic Qualification:

Degree	Year	College/University	Percentage	Class
BCA	2014	Al-Ameen Institute of Information Science college	63.33%	First Class
PUC	2011	Al-Ameen PU college	63.16%	First Class
SSLC	2009	Meraj English School	60%	First Class

Academic Project Description:

1. A project on Banking System with front end Visual Basic(VB), Back end SQL (Data base)for a period of 3 Months
2. A live time project on Crime report with front Core Java, HTML and SQL (Data base) with Manual Testing and System Testing for a period of 3 Months

Software Proficiency:

- **Basic Computer** : MS Office
- **Databases** : MS Excel, power point and Oracle 11i
- **Operating Systems** : Windows 7, Vista, XP, 2000/98

Key skills and Competencies:

- Proficient in the use of Excel, Word and PowerPoint.
- Excellent business communication skills, both written and verbal.
- Have extensive Process knowledge along with great networking in the same.
- Critical thinking with good negotiating, influencing, payment collection and delegating skills.
- Open to learn new things and a fast learner with high stress tolerance levels.
- Analytical, good at problem solving and excellent in maintaining interpersonal relationship.
- Leadership quality.
- People Management
- Hard worker

Hobbies:

- Listening songs.
- Watching Movies.

Personal Details:

Father Name Amjad Ahmed
Name: Hasnath Fathima

Date of Birth	17/11/1993
Languages Known	English, Hindi, Kannada and urdu
Marital Status	Married
Permanent Address	#6, 7 th Cross Someshwaranagar Jayanagar 1 st block Bangalore-560011

Declaration:

I hereby declare that all the information furnished above is true and complete to the best of my knowledge.

Date:

Place: