

MOHSIN KHAN SHAIK

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OBJECTIVE

To secure position into an environment where my abilities and motivation will be recognized. To be given an opportunity at company to work and fully utilize my training and skills, while making a significant contribution to the success of the company.

EXPERIENCE

24-7 INTOUCH

SHOPPER SERVICE ASSOCIATE

[SEP-2022— NOV-2022]

- Listen to shoppers' concerns, issues and questions
- Resolve shoppers' concerns and answer shopper' questions to your best ability
- Maintain a positive attitude and calmly respond to shopper' complaints
- Open new shopper accounts
- Attract shopper by promoting their hard by adding them bumps as per the query and concerns.
- Recommend them with possible solution for their problem and issue with application or their work.
- Refer issues and questions to TL/SME if necessary
- Prepare and execute solution to the shopper for the ahead and reports by gathering data collected during shopper interactions
- Special Skill [support the shopper with empathy and solutions]

EXPERIENCE

VINMAK IT SOLUTION PVT .LTD

CONTENT REVIEWER

[JUN-2020— NOV-2020]

- Observe the details and the content of that particular video.
- Categories the video with the specific content tag.
- Recreate arrangement of videos with the id and link and criteria order number.
- Creating database of multiple user and details in excel.
- Refer issues and questions to TL/SME if necessary
- Prepare and upload the database with in a particular team.
- Special Skill [working as a unit in team]

EXPERIENCE

DECCAN BAHAR

DECCAN BAHAR (deccan-
bahar.web.app)

WEBSITE DEVELOPER

[APR-2023— MAY-2023]

- Listen to Client' concerns, idea and request.
- Resolve all' website concerns and make change accordingly' to best quality
- Maintain a positive attitude vibe over client request
- Open new shopper accounts
- Attract customers by promoting their business by adding their details to the website.
- Recommended changes will be made according to request and get the best advice and solutions.
- Refer the issues and solve the errors in it

EXPERIENCE

NAWAL BUILDERS & DEVELOPERS. [NAWAL Builders & developers \(nawalgroup.in\)](http://nawalgroup.in)

WEBSITE DEVELOPER

[JAN-2023— PRESENT-2023]

- Listen to CLIENT' request, concerns and ideas
- Resolve errors' , concerns and answer ideas' questions to your best quality
- Maintain a positive attitude and calmly respond to client' ideas
- Create website and connect it domain and maintain its visibility to google
- Attract local customers by promoting their website by adding their ideas as per the requests and concerns.
- Recommend them with possible solution for their problem and issue with website or their work.
- Refer errors and ideas to discuss the solutions to the client

- Prepare and execute solution to the client for the ahead and reports by gathering data collected during end user
- Special Skill [adding all the social media and connecting to google engine]

MARK CONSULTING SERVICES

[Internship]

NEGATIVE PASSWORD IDENTIFICATION

[JAN-2022—JUNE-2022]

- Created use case diagram for the portal at every states.
- Assisting in the access levels according the user’s authority.
- Executed task plans in accordance with production methods.
- Designed front end side and help in the attachment of backend with the database. •
Identified existing design flaws and recommended changes
- Provided support for flow through multiple level of pages.

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[Internship]

A Security Model for the Enhancement of Data Privacy in Cloud Computing

[NOV-2021—JAN-2022]

- **FRONT END : J2EE (JSP, SERVLET)**
- **BACK END : MY SQL 5.5**
- **OPERATING SYSTEM : WINDOWS 7**
- **IDE :ECLIPSE**

EDUCATION

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY, HYDERABAD INDIA.

[BACHELOR OF ENGINEERING AND TECHNOLOGY]
HYDERABAD, INDIA.

[2018-2022] SRI CHAITAYA JR. KALASALA,

[INTERMEDIATE, TSBIE],

[2016-2018]

ST.ADAMS HIGH SCHOOL, HYDERABAD, INDIA.

[TSBSE Board]

[2011-2016]

TAGORE HIGH SCHOOL, RANGAREDDY, INDIA.

[CBSE Board]

[2004-2010]

TECHNICAL SKILLS

- Ms. Office
- JAVA ,HTML, CSS, nodejs, expressjs, ejs, sql,
- Operating System – Windows 7, 8, 10, 11 , MACOS , LINUX
-

PERSONAL SKILLS

- Leadership Experience
- Communication Skills
- Collaboration Talent
- Problem Solving Abilities
- Creativity
- Self Motivation
- Decision Making
- Multitasking
- Work Ethic
- Time Management
- Customer Service
- Relationship Management

