

Mohammed Abdul Faiz Shaikh

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CAREER OBJECTIVE

Motivated and hardworking BBA graduate seeking a position in customer service, administration, retail operations, or office support where I can utilize my communication, organizational, and problem-solving skills while contributing to company growth and customer satisfaction.

PROFESSIONAL SUMMARY

BBA graduate with hands-on experience in customer service and operations at Asian Paints Ltd. Skilled in customer handling, communication, documentation, MS Office, data entry, and teamwork. Able to work efficiently in fast-paced environments while maintaining professionalism and quality service standards.

ORGANISATIONAL EXPERIENCE

Asian Paints Ltd. – Customer Service & Operations Associate

July 2024 – January 2026 | Mumbai, India

Asian Paints Ltd. is one of Asia's leading paint manufacturing companies, specializing in decorative paints, industrial coatings, waterproofing solutions, and home improvement products with a strong customer and retail network.

Job Responsibilities:

- Managed daily customer service and operational activities in a fast-paced environment
- Assisted customers with product inquiries, complaints, and service-related support
- Maintained professional communication to ensure customer satisfaction
- Coordinated with internal departments for smooth workflow and service execution
- Handled documentation, reporting, and data entry using MS Office tools
- Supported administrative and operational tasks to improve efficiency
- Maintained proper records, email communication, and office documentation
- Worked with team members to ensure quality service and operational accuracy

EDUCATION

Bachelor of Business Administration (BBA) Gulbarga University – India

(2022 - 2025) –Bachelor of Business Administration (BBA)from Guru Nanak First Grade College, Bidar, Karnataka, India with an aggregate of 60.96% marks.

(2020 - 2022) - Tapasiya Junior College Zaheerabad Telangana With an aggregate of 396CGPA (Cumulative Grade Point Average)

(2020) - SSC from SRI Nalanda High School Zaheerabad Telangana With aggregate of 7.5 CGPA (Cumulative Grade Point Average)

KEY SKILLS

Customer Service | MS Office | Data Entry & Documentation | Communication Skills
Complaint Handling | Team Coordination | Email Communication | Retail Operations
Problem Solving | Time Management | Tally ERP-9 | Typing Skills

CERTIFICATIONS

Diploma in Computer Application (DCA)

Patel's Computer Institute, Bidar, Karnataka, India

Completed: December 2022 Course Included:

- Fundamentals of Computer
- Windows & MS Office
- Tally ERP-9
- Typing & Internet Basics

Grade: A

TECHNICAL SKILLS

- MS Office Suite (Word, Excel, PowerPoint)
- Internet & Email Communication
- Typing & Data Entry
- Basic Computer Operations
- Tally ERP-9

LANGUAGES

- English – Fluent
- Hindi – Fluent
- Urdu – Fluent
- Arabic – Basic Understanding

PERSONAL DETAILS

- Name : Mohammed Abdul Faiz Shaikh
- Current Location : Jeddah, Saudi Arabia
- Date of Birth : 03rd, March, 2003
- Nationality : Indian
- Marital Status : Unmarried
- Notice period : Immediate Joining
- Driving license : India
- Iqama : Transferrable