

# 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