

Syed Inshai Ehsan

MBA – HR and Marketing

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I have three years of experience in dealing with clients, managing HR and Office-Administration. Took a sabbatical - got married. Now, open to work and can join your organization ASAP.

EXPERIENCE (3 YEARS)

2015 – 2018

ADMIN – OPERATIONS & HR | CNS INFOTEL SERVICES PVT. LTD.

Responsibilities –

- Reviewing and updating HR policies
- Act as a liaison between office of CEO and employees
- Handling communication with new and old clients
- Grievance management
- Making sure queries are acknowledged and SLAs are met
- IT stocks - Assessment and management of IT stocks
- Client meetings - face-to-face / telephonic
- Reporting - daily, weekly, and monthly reports

INTERNSHIPS

J&K Bank – Two months, Comparative Analysis and SERVOQUAL of Add-On Services of J&K Bank in 2013.

HDFC Bank – Two months, Customer Relationship Management of HDFC in 2009.

QUALIFICATION

M.B.A., University of Kashmir (J&K) | Completed in 2015
*Specialization in **Human Resources and Marketing**.*

B.B.A., AMITY University (NOIDA, UP) | Completed in 2011
Projects
International marketing strategies of Google.
Organizational culture of Hindustan Unilever Limited.

H.S.C., GRD Academy (ICSE) (Dehradun, Uttarakhand) | Completed in APRIL 2008

S.S.C., Tiny Harts School (JKBOSE) (Srinagar, J&K) | Completed in DECEMBER 2005

SKILLS

- Excellent verbal and written communication skills with emphasis on customer service, including experience in handling challenging situations and conflict resolution.
- Excellent interpersonal skills.
- Excellent with preparing process documentation and reports (daily, weekly, monthly etc.)
- Strong negotiation skills.
- Working knowledge of French language.
- Fluent in English, Urdu and Hindi.
- Strong analytical and problem-solving skills.
- Able to work independently and take initiative to identify, track, and resolve issues
- Maintaining high level professional communication with all stake holders.

TECHNICAL SKILLS

- Working knowledge of all editions of Windows Operating System and MS Office tools.
- MS - Excel, Word, Power-Point.
- Basics of C++.

LANGUAGES

- English – Expert (Read, Write, Speak)
- Hindi – Advanced (Read, Write, Speak)
- Urdu – Advanced (Read, Write, Speak)
- French – Basic (Read, Write, Speak)

OTHER DETAILS

- Gender – Female
- Nationality – Indian
- Marital status – Married
- Passport valid till 2022.