

# ABDULLA SHAH

TEAM LEAD



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Dhanatola, Purunabazar, Bhadrak,

Odisha, 756100



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I'm currently working as a team lead where I am handling a team of customer service associates.

## AREAS OF EXPERTISE

I've worked with various customer support processes, involving managing customer expectations and bridging cultural differences with clear communication and intent to help.

## EDUCATIONAL HISTORY

### FAKIR MOHAN UNIVERSITY

BACHELOR OF COMMERCE

2016 – 2019

### BHADRAK JUNIOR COLLEGE

12<sup>TH</sup>, SENIOR SECONDARY EXAMINATION

(CHSE) 2014 – 2016

### ZILLA SCHOOL BHADRAK

10<sup>TH</sup>, SECONDARY EXAMINATION

(BSE) 2013 – 2014

## TECHNICAL SKILLS

MS Excel, MS Word, MS Power-Point

English and Hindi Typing

Proficient in verbal and non verbal communication and customer management

## PROFESSIONAL HISTORY

### CUSTOMER SERVICE ASSOCIATE

**TTEC INDIA PVT. LTD 10 JULY 2020 – Dec 2021**

Handling International Customers from UK via chat and email

eBay policy expert

Facilitating communication between buyers and sellers

### TEMPORARY TRAINER

**TTEC INDIA PVT. LTD Jan 2020 – Dec 2022**

Train new hire teams and help them in hitting floor

### Team Lead

Creating teammates action plans

Quality evaluation

Conducting feedback session

Conducting coaching centre

Handling client escalation

Managing performance

Mentoring

## HOBBIES & INTERESTS :

Watching Movies

Walking in the evening

Cycling

## TRAININGS :

TEAM LEAD 101

Completed TTEC team lead certification training

TRAINER 101

Completed TTEC trainer certification training

## PERSONAL DETAILS :

Address : Dhanatola, Purunabazar, Bhadrak, Odisha,756100

Date of Birth : 20<sup>th</sup> March 1999

Gender : Male

Nationality : Indian

Languages known : English, Hindi, Urdu, Oriya

## Declaration :

I do hereby declare that the above shared information is true and correct to the best of my knowledge and belief.