# Resume

# Door No: E-87/1

# First Floor, Shaheen Bagh.

# Jamia Nagar, Okhla, New Delhi.

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### Shahroz Arif

Arabic Professional

# Career Objective

To serve the organization to the best of my abilities and to gain immense practical exposure and become professionally trained to handle critical situations in my field by making the best out of my abilities and interpersonal skills. I want to see myself as an active contributor to a team of ambitious people and thereby enhance my knowledge and personality.

## Professional Qualifications

Advanced Diploma in Modern Arabic language and translation from Jamia Millia Islamia New Delhi-110025 in 2007.

## Academic Credential

* B.A. (Hons) Arabic form Jamia Millia Islamia New Delhi-110025 in 2008
* Almiat (10+2) from Nadwa College Lucknow (U.P) in 2005
* M.A from Jamia Millia Islamia New Delhi in 2012.

## Computer Skill

* **Good Knowledge of MS Word, Windows 98, MS Excel, Power Point, MS Access, Photoshop, Page Maker, Corel Draw.**

## Experience

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* **Worked** with HSBC at Visakhapatnam as a CSE (Customer Service Executive) in Middle East Process.
* 3.9 years experience of taking Arabic calls, interacting with different types of UAE, Lebanon, Jordon, Qatar, Oman and Bahrain customers in classical as well in local Arabic in HSBC Visakhapatnam.
* Have been working as a senior associate with WNS Global Services private limited Gourgaon in Middle East Process since 21-05-2012. In Baking & finance dept.

 **Nature of Job**

* To take Arabic and English calls, prepare Arabic , English letters as per customer’s present situation seeing their Accounts History, do some financial translation from English to Arabic and vice versa.
* To debit funds from customer’s Bank Accounts, put holds on it for credit card’s dues, loan installments to make secure the payments and update demographic details, set up standing instruction (monthly debit% amount from relationship customers to make payment done on time) with credit Cards.
* To check customer status either they are blacklisted or not and provide solution for deceased customer accounts.
* To prepare police letters, liability letters, inward and outward ,reference letters, clearance letters ,free zone letters, no liability letters and balance certificate in Arabic and English.

## Extra Ability & Skill

* To communicate people fluently in English, Arabic, Urdu and Hindi.
* To type modern Arabic in Arabic Keyboard as well in English keyboard without any difficulty.
* To make good pleasing atmosphere among team members.
* To deal with all working conditions without any problem
* To make able to work anywhere trying to change and adapt quickly as per the environment.
* To give the level best any time in need for company’s benefit and its reputation.
* To work hard for getting the work done on time, trying to give more than required quality continuously concentrating on achieving the goal, accepting feedback and have patience in pressure situation.
* To utilize the time and to be sincere towards the work and organization.

**Awards and Recognition**

Achieved “The best quality Award” 5times.

Achieved “Super Star Award” in July 2010.

Recognized with “Top performer award” 5times.

Recognized with “Customer Compliment Award’’ several times.

## Opportunities Looking for

Any type of combined Arabic & English Job related to translation, interpretation, proof reading, Banking and finance, research and Business analysis either it’s related to voice, non voice or both combined.

## Personal Information

 Date of Birth : 29.12.1986

 Place of Birth : Araria Bihar.

 Gender : Male

 Nationality : Indian

Marital status : Unmarried

Having valid Passport : H7673835

 Language Known : English, Arabic, Urdu, Hindi & Persian (Read, write and speak)

**Hobbies & activities**

Reading News Papers, Watching Cricket. Reading Magazines, listening old Hindi Songs, Net Surfing, playing Cricket and have interest in social works.

**My Strength**: A patient **listener**. Assertive **speaker** and a **quick learner**.

Date: 03/12/2013

Place: New Delhi

(***Shahroz Arif***)