

MD SHAHID



📅 17 June 2003

📍 Indian

📞 9667196035

✉️ mds773344@gmail.com

👤 PROFILE

Highly motivated and organized shift manager with a proven track record of success in leading teams and ensuring smooth operations. Seeking a challenging position where I can utilize my exceptional communication and problem-solving skills to drive efficiency and exceed customer expectations. Committed to delivering exceptional results and fostering a positive work environment.

📁 WORK EXPERIENCE

📅 07/2021 – 05/2022 📍 NEW DELHI, INDIA

Customer service representative Amazon

- Provide top-notch customer service by assisting customers with inquiries, product recommendations, and resolving issues in a prompt and professional manner.
- Effectively handle a high volume of customer calls and emails, ensuring a positive and efficient customer experience.
- Consistently met or exceeded monthly sales targets through upselling and promoting additional services or products.

📅 06/2022 – 12/2023 📍 RAJOURI GARDEN, INDIA

Shift Manager Burger King

- Supervised and managed a team of 15+ employees during assigned shifts, ensuring optimal productivity and customer satisfaction
- Created and implemented training programs and standard operating procedures, resulting in increased efficiency and consistency across shifts
- Monitored inventory levels, placed orders, and managed distribution to ensure proper stock levels and minimize waste.

🧪 SKILLS

Computer Skill
Team management
Problem-solving
Communication skills
Leadership

Professional
Elementary
Professional
Professional
Professional

★ STRENGTHS

Leadership # Communication
Organization # Time Management
Problem-Solving # Teamwork

🎨 HOBBIES



I like Computer
Work



Getting lost in a
good comics
and books



I like to
photoshoot
people with a
professional
camera

📜 CERTIFICATES

📅 08/2023

Customer Relationship Management Great Learning Academy GVEIUECA

I am certified in Customer Relationship Management from Great Learning Academy.

🎓 EDUCATION

📅 06/2021 – PRESENT 📍 NEW DELHI, INDIA

B. Com School Of Open Learning (D.U)

📍 New Delhi 110046, India