

# MD SHAHID



📅 17 June 2003

📍 Indian

📞 9667196035

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## 👤 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  
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