

SHADAN SHARAFAT

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PROFESSIONAL SUMMARY

To establish a career that possesses good interpersonal communication skills and progressive organization where my skills can contribute to the company goals and achievements and help me further my personal and professional interests in a stimulating environment.

WORK EXPERIENCE

Silver Stone Realty

Customer Relation Executive

[6 Months]

- Develop strong relationships with customers, connecting with key business executives.
- Prepare reports by collecting and analyzing customer information.
- Regularly review customer feedback, identifying trends and areas of improvement.
- Develop and implement customer relation strategies that drive customer loyalty and retention.
- Provide accurate, valid, and complete information by using the right method/tools.
- Handle escalated tenant complaints and provide appropriate solutions.
- Enhance customer engagement through innovative solutions.

Key Skills

- Excel
- MS Office
- Power BI
- Problem Solving
- Teamwork
- Presentation Skills
- Adaptability
- Sales Growth
- Negotiation
- Business Management
- Marketing Management
- Time Management
- Leadership
- Human Resource Management
- Data Analysis
- AutoCAD
- HTML
- Java

Education

Master of Business Administration

Mangalayatan University 2026

Bachelor of Business Administration

IIMT College of Management 2023

Intermediate {CBSE}

SRT School 2020

Matriculation {ICSE}

North Point Children's School 2017

Internship

Completed one month Internship in "Customer Satisfaction Regarding Royal Enfield"

Workshops / Certifications

- Successfully completed of PowerBI workshop from Office Master.
- Successfully attending Human Resource Skills workshop at Tareeqa Global Solution Pvt Ltd.
- Successfully completed Data Analytics with specialisation in Tableau workshop from Jobaaj Learning.

Extra Curricular Activities

- Managed College fest events.
- Participated and win in Quiz competition in college.
- Participated in various inter and intra school competitions.

Hobbies

- Travelling and exploring new places
- Playing Cricket and Badminton

Languages known

- English
- Hindi