**CURRICULUM VITAE**

M. Mohamed Muzamil Ali

No: 33/25 Officer’s colony 2nd street,

Metha Nagar, Ch-29.

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**OBJECTIVE:**

To be a part of an organization with a challenging and friendly environment, envisaging personal growth and development associated with an organization which provides ambience for learning and growth.

**ACADEMIC DETAILS:**

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| **QUALIFICATION** | **INSTITUTION** | **PERCENTAGE OF MARKS** |
| B.E.(Electrical and Electronics Engineering) | R.M.K. Engineering College, Thiruvallur. | 59.4% |
| Diploma in Electrical and Electronics Engineering | Panimalar Polytechnic College, Chennai. | 81% |
| S.S.L.C | Madras Christian College Matriculation Higher Secondary School, Chennai. | 63% |

**ADDITIONAL QUALIFICATION:**

* Business English – Certificate of Cambridge English in ESOL International.

**ADDITIONAL SKILL:**

* Basic knowledge in Excel.
* Basic knowledge in Power Point.

**ACHIEVEMENTS:**

* Won in National level and District level Karate Championships.
* Won at Inter-College Level Volley Ball Games.
* Participated in Texas Instruments India Analog Maker Competition.
* Won in many Essay Writing competitions, Debate competitions, Quiz, at both school and college level.

**WORKSHOP- EXPERIENCE**:

* Participated in EUPRAXIA 2014, a National Level Symposium.
* Participated in Autobotz- AVR, a workshop on Robotics and Computer Applications, Institute of USA.

**WORK EXPERIENCE**:

Working as Product Manager in Eco-source universal private limited.

* Worked as Senior Post sales executive in Caratlane Trading Pvt Ltd for 4 years.
* Manage and resolve 50+ escalated customer complaints per day, processing exchanges, returns, and changes to service
* Trained 4 new Employees about the complete process and navigation of internal tools. Also, have handled the team in the absence of the Team lead.
* Handle highly escalated customers via polite communication and issue resolution skills.
* Consistently earned the best performer Award on a monthly and Quarterly basis.
* Maximized customer retention using exceptional communication, persuasion and relationship-building skills.
* Worked as AR caller in Access Health care for 2 years.
* Ensure complete review of claims and forward them to the correct insurance companies.
* Handle all claims on denials and follow up, review and document accordingly.
* Contact insurance companies to confirm payment dates and details.Perform timely and accurate submission of claims

**LEADERSHIP QUALITIES:**

* Served as Volley-Ball Sports Team Captain at College Level.
* Served as Games Captain at School Level.

**Skills:**

* Good knowledge in Manual Testing and Automation Testing.
* Good in OOPs concepts and Java basic programming.
* Expertise in Automation Tests with Selenium Web driver.
* Having basic knowledge with GIT and JIRA.
* Having basic knowledge with Cucumber Frame work.
* Client handling and end-end business operations.
* Presenting various strategies to overcome the business needs.
* Team Handling and monitoring the team to bring out the best results

**PERSONAL DETAILS:**

Father’s Name : A. Mahaboob Ali

Date of Birth : 8-3-1995

Age : 29 years

Sex : Male

Nationality : Indian

Religion : Islam

Marital Status : Single

Languages : English, Tamil, Hindi, Urdu.

**REFERENCE:**

* Mrs. Geetha, H.O.D of the Department of Electrical and Electronics Engineering, R.M.K. Engineering College, Thiruvallur.
* Mr. Karthikeyan, Lecturer of the Department of Electrical and Electronics Engineering, Panimalar Polytechnic College, Chennai.

**DECLARATION:**

I ensure that I will discharge my duties honestly and diligently to the satisfaction of the Organization. All the information furnished above is true and fair to the best of my knowledge and belief.

Place : Chennai Signature

Date  **(M. MOHAMED MUZAMIL ALI)**