**Name: HAMDAN M KHAN**

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**Contact No: 9137612556**

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| * **Educational Profile** | |
| * *B.A (Economis)* ***from Mumbai University in 2003.*** * **10+2 (Arts),** Mumbai University, 2000. * **10th,** Mumbai University,1997 | |
| * **Professional Experience & Skill Set** | |
| * Nov-19 – Current Sterling Talent Solutions Client Ser Technical Support Specialist * Apr-16 – Nov-19 Sterling Talent Solutions Client Ser Rep and BRE Support * Feb-11 – Mar 16 Altisource Buss Solutions Recovery Specialist * Jan-10 – Feb-11 Inetelenet GLobal Sevices Sr. CSA * July 06 – Jan-10 Khan Javed Akhtar Associates Supervisor/Office Asst * Apr’ 05 – Jun’06 Integreon Managed Solutions Asst Team Lead | |
| Operating System : Windows 98,NT,2000, XP  : SQL 2000 & 2005  MS Office : MS-Project, Office XP & Office 2007.  Diploma in Software Eng from APTECH | |
| * **Professional Experience** | |
|  | **Sterling** |
| **Duration** | **Nov-2019-Current** |
| **Industry** | **Client Service Technical Support** |
| **Project Description and Responsibilities** | ● Navigate database tables using phpMyAdmin and utilized SQL queries to retrieve data  ●Worked with the Training Department for Product related inquiries and help building couple of Knowledgebase articles for Client Service Department  ● Construct support tickets using JIRA via SalesForce for additional research by Technical Support and Development teams ● Analyze XML submissions for invalid data received from various integrated internal and external systems ● Troubleshoot technical issues on web-based SterlingONE platform ● Utilize Dynect and internal system logs in order to compare event timestamps ● Collaborate with various teams to ensure client-specific account preferences are configured properly for products including E-Verify, drug screening and other background screening/onboarding services ● Managing six person team in leadership's planned absence including client escalations and team work distribution  ● Created small project in Excel which works as a knowledgebase article for our team and providing daily backlog reports YTD to leadership in the U.S |
|  | **Sterling** |
| **Duration** | **Apr 2016 – Nov 2019** |
| **Industry** | **Client Services** |
| **Project Description and Responsibilities** | ● Prioritized tasks based on urgency and availability of call recipients  ● Tracked multiple tasks simultaneously in internal systems and MS Excel  ● Pitching new products as per requirements of clients  ● Creating quotes for new products and testing once product is added. |
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|  | **ALTISOURCE Buss Solutions** |
| **Duration** | **Feb 11 – Mar 2016** |
|  | **ALTISOURCE Buss Solutions** |
| **Industry** | **Banking** |
| **Project Description and Responsibilities** | Working for Production support team Accounts Payable and Accounts Receivable clients, Business Accounts, Individual Accounts and Mortgage, collecting debts from default customers to ensure corporate IT service level agreements were met. |
|  | **Inetelenet Global Sevices** |
| **Duration** | **Jan 10 to Feb-11** |
| **Industry** | **Health Organisation** |
| **Responsibilities** | Responsible for delivery of Products delivery team with BCBS (Blue Cross Blue Shield) and UHC (United Health Care). |
|  | **Khan Javed Akhtar Associates** |
| **Duration** | **July 06 – Jan-10** |
| **Role** | **Supervisor/Office Asst** |
| **Responsibilities** | Worked for Lawyer includes writing letters and creating legal documents, preparing briefs, assembling motions, scanning and e-filing with the ECF court system, preparing for depositions and efficiently handling the flow of phone calls, e-mails and miscellaneous paperwork. |

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| **Duration** | **Apr’ 05 – Jun’06** |
| **Industry** | **Integreon Managed Solutions** |
| **Role** | **Asst Team Lead / Research and Management** |
| **Responsibilities** | * Involved in various stages of preparation of the public information book for various European, U.S companies which included making of company profiles, trading & transaction comparable and industry bench marking. * Preparing Competitor Review to report quarterly performance of global investment banking industry. Covering revenues, costs, market performance, strategic developments and management changes at the leading banks. Additionally, the report covered broad industry trends such as market participant and regulatory trends, plus league table rankings. * Engaged in the process of mining broker research reports and collating information for the analysts. Working with deal review teams on monthly and quarterly league and volume table within Technology and FIG industry. Assisted global team in creating basic valuation models for various industry comparable assignments. * Worked extensively on most financial databases (Bloomberg, SDC, Capital IQ, Factset (excel), Thomson Research, Thomson Financial, Factiva, OneSource, etc.) used them on a daily basis. * Mentoring new researchers joining the team, and working as point of contact on particular shift. Worked with Top two clients offshore Delivery Centers: Bear Stearns BIS & for Lehman Brothers BIS. * Data analysis and report development for leading investment banks and law, publication and market research companies * Presenting clients business information in constant format from a detailed level up to highly aggregated executive reporting by undertaking extensive data analysis skills using Inhouse business applications |

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| * **Personal Information** |
| Name : Hamdan M Khan  Qualification : B.A. (Economics)  Gender : Male    Languages Known :Marathi, English, & Hindi.  Hobbies :Reading, Traveling, Riding.  Date of Birth :27th January 1981  Passport Number : N5077013 |