**IKRAM PASHA M**

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# Career Objective

I am currently looking for a full-time position in an environment that offers a great challenge, increased benefits for my family, and the opportunity to help the company advance efficiently and productively.

# Educational Qualification

* Master of Philosophy (M.Phil.) in Economics from Jain University in the year 2018.
* Master of Arts (M.A) in Economics from Dr CV Raman University in the year 2016.
* Bachelor of Commerce (B.Com) from Reva University in the year 2013.

# Work Experience

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| --- | --- |
| July 2020-Present  August 2016-June 2020  May 2013-May 2014  May 27 2014- November 2014  November 2014- August 2016 | **Trainee Team Leader**  ***Concentrix (Now Convergys)***  **Responsibilities and achievements:**  Leading a small group of people and taking charge of all the work assigned. Oversee day-to-day performance and report on metrics. Providing coaching and motivate team members.  **Quality Advisor**  ***Concentrix (Now Convergys)***  **Responsibilities and achievements:**  Auditing live calls, gave feedback, and worked with various projects under chat, voice, billing and technical support.  **Relationship Manager**  ***Reliance Money Solutions***  **Responsibilities and achievements:**  Generating revenue from the data base by selling products such as demat prepaid, insurance, corporate bonds, fixed deposit, mutual funds, and private equities.  **Account Officer**  ***ICICI Prudential Life Insurance***  **Responsibilities and achievements:**  Sale of insurance policies with individual sale, revenue generation was mostly from HNI clients.  ***Concentrix Daksh***  **Responsibilities and achievements:**  Handling the calls and issues mostly from Malaysian clients. Attending the calls and working as supervisor to manage the team when required, managing escalation calls, and working with backend issues. |

# Personal Skills

* Self-motivated with the drive to succeed
* Enthusiastic self-starter who contributes well to the team
* Ability to work in a fast-paced and dynamic environment
* Ability to manage time, multitask, and work independently

# Professional Skills

* Tally
* Microsoft XP applications (Word, Excel, Office, PowerPoint, Outlook, Access)
* Microsoft Office Document Imaging and Scanning
* Acrobat Reader
* Project Management
* SEO-Basics
* Digital Marketing-Basics

# Presentations and Publications

* **Paper Title**: Improving Sustainable Road Transportation in India presented at Indo Asian Academy Degree College (**Published**)
* **Paper Title**: Water demand in residential households in urban Bengaluru (Published in **IJSSER** journal) (**Published**)
* **Paper Title**: Perspectives of GST in India presented at St. Xavier’s College (**Published**)
* International seminar on Emerging Trends in Public Policy and Implications for Development (**Participant**)
* International seminar on Dimensions of Poverty and Happiness in Economy (**Participant**)

# Certifications

* **Six Sigma Green Belt** certification completed in the year 2018
* **Skill development** certification completed at Jain University as part of the Research Course Work in the year 2018

# Hobbies

* Playing cricket, football, and chess
* Reading magazines
* Gardening

# Personal Details

Name : Ikram Pasha M

Father’s Name : Munawar Pasha

Date of Birth : 21-3-1993

Nationality : Indian

Sex : Male

Religion : Islam

Marital Status : Single

Languages Known : Kannada, English, and Hindi.