



ISMAIL HAMDULAY

Accurate and immensely motivated candidate with high skills in generating and analyzing reports, and collecting information from clients. Also being classified as a strong-willed, constant performer and providing suitable solutions relating to inquiries and problems to B2B & B2C partners. Providing quality and reliability has been a major focus of my work experience. My strength and main interests allow me to be an ambassador to the organization with excellent communication and skills.

PERSONAL

Name
Ismail Hamdulay

Address
Bur Dubai
Dubai - UAE

Phone number
00971-542867500

Email
ismailhamdulay98@gmail.com

Date of birth
13-06-1998

Gender
Male

Nationality
Indian



EDUCATION AND QUALIFICATIONS

Jun 2017 - Oct 2020 **Bachelor in Commerce**
Mumbai University



WORK EXPERIENCE

- Dec 2021 - Oct 2022 **Customer Support and Operation's Associate**
State Street Syntel Services Pvt. Ltd. (ATOS SYNTEL), Mumbai
- Contacting clients to get the registration documents and their informative data.
 - Gather and verify all required customer information for tracking purposes.
 - Prepare and update shareholders' information and associates' records.
 - Preparing client accounts, account setup, and Termination of accounts.
 - Opened and properly distributes incoming emails and calls.
 - Attention to detail and following procedures.
 - Preparing daily reports and giving necessary feedback to the manager on a daily and monthly basis.
- Aug 2019 - Nov 2021 **Customer Service cum Cashier**
Maharashtra Hardware and Building Material, Khed - M.I.D.C, Khed
- Help to meet customer needs through continuous communication, maintaining records, material follow-up, and receipting.
 - Respond quickly, professionally, and accurately to all customer inquiries regarding quotes, orders, status requests, and complaints.
 - Manage a large volume of inbound and outbound calls, emails, and chats with knowledge and efficiency.
 - Handled order management, sourcing as well as logistic activities to grow up the business.
 - Preparing and raising purchase requisitions on time to complete the needs of the customer on time.
 - Handled communication independently as per procedures, guidelines, and policies.
 - Keep records of customer interactions, process customer accounts, and file documents.
- Jun 2017 - Jul 2019 **Accounts and Tax Consultant**
Kawchali Associates - Accounts, Audit and Tax Consultant., Khed
- Preparing GST bills, purchases, and sales agreements and filling GST returns.
 - Keeping records of customer interactions, processing customer accounts, and filing documents on regular basis.
 - Prepared daily reports and gave necessary feedback on a daily or weekly basis
 - Prepared month-end balance sheet for organization purposes.
 - Verify all invoices and enter them into the accounting system.



SKILLS

Adaptability



Communication Skills



MS-Office



Operational Skills



COURSES



Aug 2012 - Nov 2012

MSC IT - Maharashtra State Certificate in Information Technology

MKCL (Maharashtra Knowledge Corporation Limited) - Institution



DECLARATION

I confirm that all the information provided above is true and can be supported by relevant documents as and when it is required.

- ISMAIL SHAUKAT HAMDULAY