



SHAHEEN BEGUM



SUMMARY

An innovative and resourceful team leader with experience in client relationship management, team supervision and operational leadership while adept at creating productive, goal-oriented work environments, managing teams & streamlining daily operations. Proven capacity to optimise workflows and offer targeted mentorship in order to improve KPIs including customer satisfaction and productivity.

EDUCATION

Seneca Polytechnic

Global Business Management: 2024 – 2025

- Graduated with high honours: postgraduate
- Awarded with President's Honour List award thrice
- Appointed as Peer Mentor for Winter 2024

Jawaharlal Nehru Technological University

Electronics and Communication Engineering: 2013-2017

- Secured First class with distinction: Graduation
- Got appointed as the team lead, authored and presented conference paper at International Conference on Research Advances in Integrated Navigation Systems (RAINS- 2016).
- Presented a paper on wearablesensors during ATMOS'15, a techno-management symposium organized by BITS, Hyderabad.
- Organized 5K run for the entire university as a part of the health week.
- Organized state level technical event known as circuit innovation challenge by ensuring seamless experience for sponsors and attendees.

PROJECTS

Digital Accessibility Campaign, ON

Community Living York South, ON: Sep 2024 – Apr 2025

- Conducted digital channel audit and developed inclusive content strategy.
- Implemented storytelling campaigns to engage donors, volunteers, and the community.
- Increased engagement and reach on Instagram and Facebook.

Marketing Plan (Demo Project)

Potato Head: Seneca Polytechnic

- Designed brand strategy and customer journey map targeting eco-conscious consumers.
- Proposed environmentally friendly recipes, marketing plan, and risk mitigation strategies.
- Developed business model canvas and presented findings to stakeholders.

LANGUAGES

- English
- Gujarati
- Hindi
- Urdu

PROFESSIONAL EXPERIENCE

Customer Support Associate, Exploring Infinities Pvt. Ltd., IN

Mar 2023 – Dec 2023

- Handled high volume client enquiries via chat, email, and call, effectively resolving problems and serving as the initial point of contact providing info regarding courses and dashboards.
- In order to increase customer retention, proactive outreach calls were made to interact with clients, resolve issues, and establish trust.
- Assessed clients' needs and worked with the operational and academic teams to deliver prompt answers.
- Followed up on open cases to guarantee client satisfaction and a thorough settlement.
- Kept thorough and precise records of all contacts with customers in CRM systems to facilitate efficient operations.
- Developed a solid understanding of the service to successfully address client problems and provide reliable assistance.

Store manager, D Mart, IN

Oct 2022 – Feb 2023

- Oversaw front desk employees & supervised daily business operations including organizing shifts & tracking their attendance and time off.
- Conducted team meetings, provided customer service delivery coaching to employees, and acknowledged top performers.
- Addressed client concerns both email and calls while assisting employees in handling difficult circumstances.
- Assisted senior store manager with payroll processes and customer reimbursements.

Senior Site Supervisor, Om Sakthi Insulations, IN

Aug 2017 – Oct 2022

- Managed routine job distribution and coordinated cross-functional teams for industrial projects with tight deadlines.
- Carried out weekly check-ins with foremen, providing assistance with resource optimization to increase output.
- Tracked safety and quality indicators, guaranteeing adherence and cutting operational flaws by 10%.
- Liaised between management and ground teams to streamline issue resolution and communication flow.

TOOLS/ SOFTWARE

• Mailchimp	• Zendesk	• MS office
• Slack	• Google Workspace	• TalentLMS
• Zoom	• HubSpot	• Salesforce

CERTIFICATIONS

- Atlassian Agile Project Management Professional certificate
- Certificate course in Executive decision making: PMI
- Agile Project Management with Jira Cloud
- Digital Marketing Professional Certificate: CMI