



# Naved Salim

Customer Service, Forecasting and Planning, Multitasking and Attention to Detail.

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## Languages

- Hindi
- English
- Arabic
- Bengali

## About

Drawing on my retail experience as a Shop Supervisor at BlinkIt, I have honed skills in customer assistance, inventory management, and cash handling. Multi-lingual with basic proficiency in Hindi, English, Arabic, and Bengali, I adapt swiftly to new environments, ensuring seamless service delivery.

### BRANDS WORKED WITH

- BlinkIt (Formerly Grofers)
- Cognizant
- Educazione

## Experience



### ● Associate-Product Specialist

Cognizant | Jul 2020 - Dec 2023

Key activities: Process Compliance, Client Interaction, Releases & Deployments, SLA Compliance, Process/Service Improvements, Periodic internal review meetings, ServiceNow handling, Capability Building: - Participating in competency development initiatives, Completing training programs and evaluations conducted by the PPS group.

### ● Wordpress Developer

Educazione | Mar 2019 - Oct 2019

I worked for over 6 months as a Wordpress developer, creating SEO friendly blogs and websites including content writing and SEO practices for better website ranking.

### ● Retail Supervisor

BlinkIt (Formerly Grofers) | Jun 2018 - Feb 2019

I worked at my family's newly opened Blinkit outlet which primarily delivers groceries, fresh fruits, vegetables, meat, etc. I was responsible for customer assistance, billing, cash management and handling inventory.

## Education & Training

2020

### ● Don Bosco Park Circus

Bachelor of Technology in Computer Science and Engineering,

2014

### ● Don Bosco Park Circus

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