

Nasreen Shaik

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Experience

Moralis Web3 Technologies

August 2021 – Present

Customer Executive, Remote

- Responsible for handling 15000+ global clients and users with technical issues, product feedback, reimbursements and general product counselling for clients.
- Spearheaded the initiative of managing account billing stages - Subscriptions, Refunds, and Discounts under one platform using Zendesk, Intercom, Stripe, Paypal and Utrust payment channels.
- Created and managed pipelines on Gitlab to integrate agile feedback from customers and clients to the product team for 100+ future features and 50+ bug fixes.
- Provided support during the onboarding of new clients to APIs (NFTs, Cloud Functions and Node APIs) and resolved technical issues throughout different stages of deployment.
- DRI (Directly Responsible Individual) for handling global merch distribution, facilitating the proper flow of logistics and designing company-branded merchandise for 500 customers and contractors.
- Onboarded, managed and maintained relationships with 50+ affiliate clients on WordPress.

Hinduja Global Solutions

October 2020 - August 2021

Account Executive, Hyderabad

- Responsible for managing and implementing claims programs for all lines of insurance. Directed the review and settlement of complex or high-dollar claims.
- Developed procedures to enhance and improve the processing, investigation, and settlement of claims.
- Compiled referrals from physicians/patients and managed repositories of patient-related data for future settlement initiatives.

Leadership & Co-Curricular

Leadership Book Club | Moralis

- Managed and distributed books to team leads and managers according to their individual preferences.
- Co-hosted weekly leadership book meetings and facilitate organisational-level discussions on how to scale, motivate and build leaders in the firm.

Pharma Desafio 2020 | Lead Organiser

- Helped facilitate the yearly university fest by collaborating with 500+ students across various departments and senior levels.

Skills & Tools

Quaderno	Intercom	Gitlab	Notion	Stripe	Utrust	365 CRM
Citrix Virtual Apps	WordPress	Wise	MicrosoftOffice	SQL	Google Suite	Kajabi
DocuSign	Figma	Printify	Jira	Shopify	Zendesk	Agile Scrum

Education

Jawaharlal Nehru Technological University Hyderabad

August 2016- June 2020

Bachelor of Pharmacy, Shadan College of Pharmacy, Hyderabad - GPA: 7.86

- Relevant Coursework: Pharmacology, Pharmacognosy, Medicinal chemistry, Pharmaceutical Analysis, Pharmacovigilance.

Tech Mahindra Foundation Sona Yukti

June 2020 - October 2020

Trainee, Remote

- Practical Training – ICD, CPT and HCPC codes.