

Mohammed Faiz

Senior Customer Support Executive

Mobile# 568860267 | [Email: mohdfaizkhan161@gmail.com](mailto:mohdfaizkhan161@gmail.com)

3+ years of Customer Support Experienced | Currently on Visit Visa
Immediately available



CAREER OBJECTIVE:

Over 3+ Years of Experience as a **Senior Customer Support Executive** for a US based IT Staffing firm.

EXPERIENCE:

IoasiZ IT Solution PVT LTD

Nov 2019 – Mar 2021

Role: Senior Customer Support Executive

Responsibilities:

- Managing a team of representatives offering customer support.
- Overseeing the customer service process.
- Resolving customer complaints brought to your attention.
- Creating policies and procedures.
- Planning the training and standardization of service delivery.
- Selecting and hiring new staff.
- Monitoring the work of individual representatives and of the team.
- Conducting quality assurance surveys with customers and providing feedback to the staff.
- Possessing excellent product knowledge to enhance customer support.

IoasiZ IT Solution PVT LTD

Nov 2018 – Nov 2019

Role: Customer Support Executive

Responsibilities:

- Overseeing the customer service process.
- Resolving customer complaints brought to your attention.
- Creating policies and procedures.
- Selecting and hiring new staff.
- Conducting quality assurance surveys with customers and providing feedback to the staff.
- Possessing excellent product knowledge to enhance customer support.

CERTIFICATION:

Certified Front Office Associate (QP No. THC/Q0102), National Skill Qualifications Framework Level-4, Government of India, Ministry of Skill Development and Entrepreneurship

ACADEMIC PROFILE:

- Intermediate from Board Of Intermediate 2015
- SSC from Board of Secondary 2013
- **Diploma in Aviation, Hospitality and Travel Management from FRANKFINN Institute of Air Hostess Training, Hyderabad 2018**

TECHNICAL SKILLS:

- Computer Application Basics

- Lower Grade Type writing in English
- Diploma In Computer Applications

STRENGTHS:

- Have the ability to walk that extra mile to achieve excellence.
- Good interpersonal skills.

HOBBIES:

- Watching & playing cricket, Surfing net and making new friends.

PERSONAL PROFILE:

Name : Mohammed Faiz

Father's Name : Mohammed Abbas

Date Of Birth : 01-01-1997

Gender : Male

Marital Status : Single

Nationality : Indian

Passport Number: :R0645224

Religion : Islam

Languages Known : English, Hindi, Telugu, and Urdu.

Date:

(MOHAMMED FAIZ)