

CURRICULUM VITAE

PERSONAL DETAILS:

Name: : Ayman Khan
Date of Birth : 22nd November, 1987.
Sex: : Male
Marital Status : Single
Nationality : Indian
Email id : aymankhan19@yahoo.co.in / aymankhan2211@gmail.com
Mobile no : 9769605256/ 8356914308
Permanent Address : Flat no 99, 1st floor, Pitruchaya Building, Balkum Pada no 2, Balkum, Thane West -400608

OBJECTIVE:

Resourceful, eager to gain knowledge & ready to accept new challenges at work, I am looking forward to a job that will help me grow & where I can be an asset to work.

QUALIFICATIONS:

Credential	Institution	University/ Board	Year of completion
M.A.	Institute of Distance & Open Learning	University of Mumbai	June 2019
B.A.	Institute of Distance & Open Learning	University of Mumbai	Oct 2015
H.S.C.	Hislop College	Maharashtra State Board	Oct 2007
S.S.C.	Bishop Cotton School	Maharashtra State Board	Mar 2003

PERSONAL SUMMARY:

- Management & Administrative skills.
- Proficient in understanding of concepts.
- Excellent communication skills, Command on languages –English & Hindi.

IT SKILLS:

- Typing speed of 40 to 50 wpm.

➤ Internet Operations.

WORK EXPERIENCE:

Worked with Tata Business Hub - Tata Nexatc as a Team Member in Customer Care from 21st October 2021 till 28th March 2022 and responsible for the following:

Resolving Complaints & Queries.

Taking Care of Calls, Emails, Chats & Grievances.

Worked with XPO Logistics from 12th August 2019 till November 6th 2019 as a Senior CSA and responsible for the following:

Providing assistance by Voice to customers and business partners concerning product deliveries, returns, and exchanges.

- Diagnosing assessing and resolving problems or issues timely within the established Level of Service.
- Handling customer complaints and concerns.
- Communicating with customers when necessary to advise shipments delay and/or information necessary to process orders.

Worked with **Shaadi.com (People Interactive Private Ltd)** from 26th November 2018 till 26th July 2019 as a VIP Shaadi consultant and responsible for the following activities:

- Ensure accurate identification of the clients' requirements and helping them find the right match with a seamless best in class experience over the phone.
- To be progressive in their approach and yet respect tradition and backgrounds for HNI clients.
- Ensure adherence to service delivery standards and excellence in service.
- Partner with the clients in their search for a life partner.

Worked with **Sercio BPO** as a Senior CSA from July 2011 to August 2012 and responsible for the following activities:

- Inbound customer service calls from UK customers for train times & fares.
 - Booking Rail tickets over the phone.
 - Helping customers in planning their travel & helping them with the best times & cheapest fares.
- Worked with **Absolute International** as a Team Member from November 2007 to August 2010 and was responsible for the following activities:
- Coordinating with Cardholders from the US for Gift cards usage details.
 - Up selling & cross-selling different mediums through which Cardholders can buy gift cards.

- Documenting interactions with the Customers after attending to their Inbound Customer Service calls.

Hobbies & Interests:

Reading, Listening to Music & Travelling.

Declaration:

I hereby declare that the above information written by me is true to the best of my Knowledge and belief.

Ayman Khan