

Nomaan Ansari

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Summary

Dynamic and resolute customer service professional with experience in the BPO industry. Seeking a challenging role that uses my ability in customer relationship management and problem-solving to enhance customer satisfaction and operational efficiency.

Work Experience

Having 3 years of experience in the BPO industry with reputable companies such as **Ebixcash** and **IGT Solutions**, I am currently employed at **WNS**.

- Streamlined workflow processes, resulting in increase of efficiency.
- Oversaw customer interactions daily, ensuring prompt and correct resolution of queries.
- Aided in training new team members, contributing to improvement of team performance metrics.
- Prepared detailed reports and analysed data to name trends and recommend improvements.

Education

B.COM Graduate - Savitribai Phule Pune University

Saint Vincent Collage of commerce – (July 2023)

KEY Skills

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|--------------------------|-------------------------------|
| ❖ Salesforce | ❖ Tableau |
| ❖ Microsoft Application | ❖ Customer Service Excellence |
| ❖ Process Optimization | ❖ Performance Metrics |
| ❖ Compliance & Adherence | ❖ Data Analysis & Reporting |
| ❖ Quality Assurance | ❖ Team Collaboration |
| ❖ Problem-Solving | ❖ Transaction Management |

Hobbies & Interest

Swimming: Refreshes my mind and opens the gateway for new ideas.

Table Tennis: Playing table tennis enhances my physical fitness, improves mental health, and fosters social interaction.

Traveling: Enthusiastic about exploring new places and cultures.

Thank you for reviewing my resume. I look forward to discussing how my ability and critical thinking skills can drive innovation and achieve Barclays strategic goals. With my extensive background and successful leadership, I am eager to collaborate with the organisation and continue to grow in this role.