

Aifaz Pathan.  
Masjid -E- Zorawar khan Abids  
Hyderabad Telangana -500001  
MOB: 7620266321  
Email: [aifazpathan18@gmail.com](mailto:aifazpathan18@gmail.com)

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### Career Objective:-

Dedicated and customer-focused professional seeking a position as a **Customer Support Executive** where I can utilise my experience in **international and domestic voice/non-voice processes** to deliver excellent service, resolve customer concerns efficiently, and contribute to organisational growth. Committed to maintaining high service standards, enhancing customer satisfaction, and continuously improving communication and technical skills.

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### Professional Summary-

Customer Support Executive with **3+ years of experience** across **International and Domestic BPO processes**, handling both **voice and non-voice operations**. Proven expertise in customer service, query resolution, ticket management, email/chat support, escalation handling, and KYC documentation. Strong communication skills, ability to work in fast-paced environments, and consistent record of meeting CSAT, AHT, and quality targets.

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### Professional Experience

#### 1. Customer Support Representative - Kfintech technologies -. Ltd, & Tech Mahindra (From 5 April 2022-15 August 2024)

##### Roles & Responsibilities:

- Managed complex customer inquiries via email and chat for international clients, achieving high satisfaction score.
- Collaborated with cross-functional teams to address escalations and improve SOPs. Trained and mentored junior associates on best practices in written communication and workflow organization.
- Supported new product launch documentation in coordination with international teams.
- Demonstrated cultural sensitivity and flexibility when communicating with clients from diverse backgrounds.
- Updated customer records in the CRM system and raised tickets for unresolved issues.
- Coordinated with internal teams to ensure quick resolution of complaints.
- Achieved daily/weekly targets related to call quality, AHT, and customer feedback.
- Assisted with billing, account management, and basic technical troubleshooting.
- Managed escalated cases and collaborated with backend teams for faster resolution.
- Consistently met KPIs including **AHT, FCR, Quality Assurance**, and adherence.

## 2. IDFC First Bank (Senior Associate (From 19- August-2024 to 7-Nov-2025)).

### Roles & Responsibilities:

- Responded to customer queries related to billing, product usage, and service activation.
- Provided step-by-step assistance to customers for troubleshooting requests.
- Managed **non-voice operations**, including email drafting, ticket resolution, and customer follow-ups.
- Ensured accurate KYC verification and documentation for onboarding.
- Improved customer satisfaction by maintaining professional communication and empathy.
- Monitored and tracked KYC record renewals and escalated any issues to management.

### Skills:

- Excellent verbal and written communication skills
- Adaptability and Technology proficiency
- Strong problem-solving and decision-making abilities
- Proficient in CRM Tools (Zendesk / Salesforce / HubSpot)
- Strong attention to detail and accuracy.
- Proficient in MS word, excel, outlook.

### Certifications certified:

- NISM certified.
- **Education:**
  - Bachelor's degree in [Physics] [RTMNU [Nagpur, Maharashtra] [2018]
  - Certificate of Higher Education- Z. P collage Gadchiroli Maharashtra [2015].

### Personal details:

Date of Birth:18-11-1997.

Language: Marathi, Hindi, and English.

Marital status: Single.

Hobbies: Music, Travelling, and Cricket.

**DECLARATION:** I hereby declare that the information provided above is true to the best of my knowledge.

**Place: Hyderabad (Abids)**

**Aifaz Pathan**

**Date:22-11-2025**