



# AMER KHAN

amer52432@gmail.com | 6302628701 | Hyderabad, India 500008 |  
**WWW:** [www.linkedin.com/in/amer-khan-790b70143](https://www.linkedin.com/in/amer-khan-790b70143) | **WWW:** [Bold Profile](#)

## Profile

Dedicated and adaptable professional with a strong background in international customer service. Self-motivated and adept at making crucial decisions, collaborating with peers to drive success, and overcoming obstacles. Committed to delivering innovative solutions that elevates organization goals.

## Skills

- Sales and Relationship Management
- Customer Service Excellence
- Analytical Skills
- Technical Support
- Project Management
- Automation
- Lean Six sigma Yellow belt -Certified
- MySQL (Programming Language) – Certified
- Amazon Web Services
- Visual Basic For Applications
- Windows Administrator - Certified
- Microsoft Excel
- AWS Solution architect – Certified
- Quick sight
- Power BI

## Experience

### IT Support Engineer

05/2022 - Current

Amazon Development Centre (India) Private Limited | Hyderabad, India

- Spearheaded daily delivery of solutions to users, enhancing overall Customer Satisfaction.
- Implemented initiatives to boost service quality, leading to improved user experience.
- Fostered cross-functional collaboration for seamless project execution.
- Conducted comprehensive analyses to uncover innovative solutions for complex problem statements.
- Managed the automation of procedures, evaluating issue descriptions, and devising solutions to streamline operations.
- Collaborated with engineering teams to develop and maintain technical specifications for new and existing products.

### Technical Support and Sales Associate

02/2021 - 05/2022

Tech Mahindra Ltd. | Hyderabad, India

- Acted as Subject Matter Expert (SME) in technical support, providing guidance and training to junior associates
- Developed sales training programs and materials to enhance team performance.
- Participated in strategy meetings to offer insights and recommendations based on market trends and customer feedback.
- Monitored and evaluated sales team performance, providing feedback and coaching to improve results.
- Maintained resilience and positivity in high-stress environments.
- Consistently excelled both independently and as part of a collaborative team.
- Efficiently scheduled daily tasks based on priority and urgency to optimize productivity.
- Actively developed communication skills and strategies to enhance effectiveness.
- Developed and implemented a performance review process that improved employee engagement by mentoring junior team members and guiding them through process issues.
- Achieved a 30% reduction in system downtime through proactive monitoring and

- troubleshooting, resulting in improved service reliability and customer satisfaction.
- Conducted international sales calls to establish and maintain relationships with global clients.

#### Internal IT Operations (Internship)

11/2020 - 01/2021

Anthelio Business Technologies Pvt Limited | Hyderabad, India

- Worked on network protocols, IP addressing, subnetting, VLANs, routing, switching, firewalls, and VPNs
- Developed proficiency in administering various operating systems such as Windows Server, Linux/Unix, and virtualization platforms like VMware or Hyper-V
- Organized and prioritized assignments efficiently to ensure timely completion
- Thrived both independently and as part of a cohesive team to resolve challenges.

---

## Education

### Bachelor of Technology

11/2020

Lords Institute of Engineering and Technology | Hyderabad

---

## Initiatives

- ITS Knowledge Base Article Updates, Updated IT Knowledge Base articles with the latest industry trends and best practices.
- Global CTI For Desk Support, Implemented a CTI for desk support, facilitating seamless ticket management and enhanced user support experience.

---

## Languages

- English
- Hindi
- Telugu
- Urdu

---

## Projects

Automated ITS Open Ticket-Age Report Tool, Developed a weekly report monitoring ticket statuses to avoid SLA violations, reducing report generation time by 95% through Python and VBA automation. AV Technical Support for HYD Sites, Led the return-to-work program post-pandemic, ensuring full functionality of 688 AV rooms, addressing over 70 significant issues, and coordinating teams for the R.T.O initiative. AIVA Chatbot Annotations Project, Conducted audits on ChatBot suggestions to enhance accuracy, improving the quality of responses by implementing training protocols.

---

## Certifications

- Power BI certification From Skill Nation
- Lean Six Sigma AI Yellow Belt certification From S & G group.
- AWS Solutions Architect - Associate Level From Simplilearn

---

## Accomplishments

- The "Pioneer" and "Fire Fighter" awards at Amazon Global IT Services
- Best Customer Satisfaction award in Tech Mahindra.