

# Mohammed Nihal

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## Objective

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Seeking an opportunity in the challenging field. where I can explore and develop my skills to achieve organizational goals.

## Technical Skills

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Tools worked on throughout my carrier

- Pega, Nexis Lexis,
- Nice Applciation.
- AWS
- MS-office(Powerpoint Presentaion,Excel,Word)

## Work experience

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### Vertex Customer Solutions

June 2016 — July 2017

Business Relationship officer

- Handled outbound sales for Airtel postpaid customers.
- Prepared weekly metric and statistics sales reports.
- Call handling presentations to team.
- Handling escalations and providing better solutions.
- Coordinating payment collection team.

### Bankbazaar.com

September 2017 — October 2019

Senior Customer Relationship Officer

- Handling live calls and leads generated.
- Guided customer queries on insurance and credit cards.
- Helped customers to opt a suitable banking products as per their need.
- Took care of Existing customer in renewing the insurance policy.
- Resolving customer escalations.
- Ensuring regular follow ups are done based on the customer requested time.

### Citi Bank

November 2019 — Present

Business Relationship officer

- Handling customer's Credit card and Debit card dispute within the RegulationZ resolution date.
- Working in different tools to identify the risk on the customer account.
- Doing Quality check within the team to ensure no errors to made and sharing feedback to the team.
- Publishing daily pend report to team to control SLA.
- Presenting weekly metrics to the managers individually on the case handled.
- Knowledge transfer to the new joiners in the team and having process and downloading new updates to the team on any new changes according to HUB.
- Having process knowledge up to date.

## Education

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**B.C.A**

MADRAS UNIVERSITY

Obtained the B.C.A degree with 63%

June 2013 — May 2016

**HSC**

T.A.W Matriculation Higher Secondary School

Passed with 58%

June 2012 — May 2013

**SSLC**

T.A.W Matriculation Higher Secondary School

Passed with 83%

june 2010 — May 2011

## Interests

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Driving YRC Club.

Playing Cricket, Football

Cycling