

ABDUL SAMAD KHAN

CUSTOMER SUPPORT
EXECUTIVE
IMMEDIATE JOINER



+91 7355733301



samadafridi1993@gmail.com



6,Bithouli crossing,
Sitapur Road,Lucknow.

About Me

Dedicated worker with excellent communication, time management and computer skills. Aiming to leverage my abilities to successfully fill the vacancy at your company. Frequently praised as hardworking by my peers, I can be relied upon to help your company achieve its goals.

Experience

STARTEK

FEB2021-MARCH2023

CUSTOMER SUPPORT
EXECUTIVE

- Addressed customers courteously using suitable methods and problem-solving skills.
- Resolving customer issues and complaints via mail and phone calls.
- Escalating complex issues to senior managers.
- Utilized automated systems to log and retrieve call information.
- Assisted with mentoring new employees during and after training.

ARDEM Data Services 2017 - 2018

DATA ENTRY
OPERATOR

- Maintained data entry requirements by following data program techniques and procedures.
 - Created spreadsheets with large numbers of figures without mistakes.
-

Education

- 2016
Bachelors of Commerce
Lucknow University
Lucknow.
 - 2013
Intermediate
St.Teresa's Day School & College
Lucknow.
-

Language

- HINDI
- ENGLISH

Achievements

- Won Employee of the month in April 2022.
 - Worked as an AUX SME (Subject Matter Expert).
 - Worked in both LOB's of Zomato- E-mail and Chat
 - Worked in all four processes of Zomato- Dining , alcohol, grocery and fooding.
 - Worked as an AUX quality analyst for Zomato Chat.
-

Skills

- Customer Relations
- Team Collaborations
- Active Listening
- Typing Proficiency
- Leadership

Interests

- Cricket
 - Reading
 - Music
-