

AFROZ KHAN

Objective

An experienced student and proficient in computer software usage, I am actively seeking a position that leverages my skills. Also, I desire a dynamic role that offers opportunities to collaborate with brilliant minds, tackling complex challenges, and advancing cutting-edge technologies. My commitment is to apply my technical expertise and drive for excellence in order to drive breakthrough solutions, making a lasting impact.

Skills and certifications

- **Google Analytics** - (Certified by Google)
- **Google Ads** - (Certified by Google)
- **ReactJS** - (Certified by Great learningacademy)
- **Python for Machine learning as beginner** - (Certified by Great learning academy)
- **Android application as beginner** - (Certified by Great learning academy)
- **Front End development as beginner** - (Certified by Great learning academy)
- **Front End Development-HTML, CSS** - (Certified by Great learning academy)
- **SEO Strategies** - (Certified by Great learningacademy)
- **Chat GPT machine learning** - (Certified by Machine learning)
- **Storyboard** - (Certified by Canva)
- **Generative AI** - (Certified by LinkedIn learning)

Professional Experience

Intouch Cx, Walmart-

Full Time: (Oct 2022 - June 2023)

Associate Executive:

Dedicated and results-driven specialist with nine-months of invaluable experience at InTouch cx. Proficient in delivering top-tier assistance to customers, resolving issues efficiently, and maintaining a high level of satisfaction. Proven track record of effectively collaborating with cross-functional teams to ensure seamless experiences. Committed to upholding the company's reputation for exceptional service and contributing to its continued success.

Accomplishments at workplace:

- ✓ Achieved Exemplary Customer Satisfaction Ratings.
- ✓ Contributed to Training Initiatives.
- ✓ Recognized for Outstanding Communication.
- ✓ Received accolades from customers in surveys and reviews for displaying genuine empathy and understanding during challenging situations.
- ✓ Implemented proactive measures that resulted in a decrease in customer escalations to supervisors demonstrating a talent for addressing issues before they escalate.

Dell Technologies –

Contract Based: (Sep 2023 - January 2024)

Associate Executive:

Experienced and results-driven professional with a four-month tenure at Dell. Skilled in delivering top-notch customer assistance, efficiently resolving issues, and consistently ensuring high satisfaction levels. Proven success in effective collaboration with cross-functional teams for seamless experiences. Dedicated to upholding the company's esteemed reputation for exceptional service and contributing to ongoing success with proficient in advanced communication skills.

Accomplishments at workplace:

- ✓ Attained Superlative Client Contentment Scores. Played a Role in Instructional Campaigns.
- ✓ Acknowledged for Exceptional Interaction.
- ✓ Diminished Escalations.
- ✓ Earned praises from clients in assessments and evaluations for exhibiting authentic compassion and comprehension amidst demanding circumstances.
- ✓ Executed forward-thinking steps that led to a decline in client escalations to overseers, showcasing an aptitude for tackling concerns prior to their intensification.

Education

Govt. Junior College

2020 – 2022

Intermediate - BIPC - (75%)

Pristine Public School

2017 - 2020

SSC - (8.9%)

Key Competencies

Client Instruction
Evidence-Based Analysis
Meticulous Focus
Versatility and Adaptability

Technological Proficiency
Exclusive Client Care
Group Supervision
Enhanced Team performance

Creative Troubleshooting
Administrative Oversight
Digital Competence
Effective Communication Abilities

Languages

English, Hind – Fluent

Contact:

Phone: 9059939835,

Email: afrozkhان.workemail@gmail.com,

LinkedIn Profile : <https://www.linkedin.com/in/afroz-khan-profile/>

Address: National Fisheries Department, Attapur, Hyderabad, Telangana 500052.