

Nazma Harun Khan

Contact no : 7972234761
najzzkhan@gmail.com
[LinkedIn Profile](#)

Professional Summary

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. resolving complex issues and winning customer loyalty. Adept at performing hardware and software upgrades and providing technical support to customers to resolve complex issues. Committed to exceeding sales expectations and furthering company goals. Passionate about promoting customer satisfaction by delivering quality service and support.

Experience :

➤ Tech Mahindra Pune Commerce Zone

Date : 20/08/22 to Till Date

Project: One New Zealand/ Vodafone Customer Support

Responsibilities:

- Have to resolve customer queries over Chat and Calls.
- Have to solve the queries or the problems of the customers.
- Handling customer queries on chat emails calls related Products.
- Maintain accurate customer records. Identify and Escalate Issue and Resolve over call and chat.
- actively Participate in team Meetings.
- Responding to Customers, identifying Customer Issues, Providing Solutions, Conversing in a polite
- and Professional manner.
- Very strong team player or able to work independently.
- Working in 24*7 environments, in graveyard night shifts.

BYJUS EDTECH

City Pune Location Magarpatta

Date: 03/03/2021 to 30/03/2022

Technical Support

- Helping to Install the Application on Phones and Tablets
- Resolving the Technical issue ,hardware and software systems working closely with the sales
- marketing teams.
- Troubleshooting the Tablet and phones via call and emails.
- Knowledge of Unix and Linux.
- Resolves tickets representing staff-generated technical requests
- troubleshoots technical and process issues to maintain productivity.
- Software updates and Troubleshooting the websites

- Helping to Install the application on phones and resolving the Technical issue.
- revenue for the company..
- Offered friendly and efficient service to customers, handled Escalation calls.
- Perform file system management task daily bases
- Quickly learned new skills and applied them to daily task
- Assisted in supporting and updating Unix Operating system

System :

Windows, CRM Lead square, achieve, Order hive for order punching ,BJYUS Counselling desk

➤ **Amdocs Production Support Virtusa**

City Pune Magarpatta

Date - April 2016 - June

2018**Client: AT&T U-verse**

Profile: Unix System admin & Business Operations

➤ **Project Role:**

- Responsible for installing software and hardware relating to the Unix system.
- Knowledge of how to boot system in Linux.
- Installs, configures, and maintains UNIX operating systems operating within a business
- Troubleshooting server of user request.
- Responsible for Installation and configuration,Monitoring
- Creating Unix file System.
- Knowledge of Unix and Linux Commands to handle daily task of admin.
- Responding to user request and resolving the issue through commands .
- Knowledge of Firewall for web-server and knowledge of networking principles
- Routing , NETSAT , CURL , ipconfig TCP,IP, LAN and UDP.
- Working on many Applications and handling the Application of AT&T U-verse Project.
- AT&T , Rogers
- Working with Tar Files and Sudo command to install package.
- Knowledge of shells (Sh), (ksh)(bash)
- Assisted with su command , sudo related root user account.
- Experience to handle File Management and Directories command .
- OMS/Order Fallout/Responsibilities: In depth knowledge of technical analysis productionfallout orders OMS/Order Fallout/Responsibilities work on reserve work orders
- Retrieving data from Data base Golden gate.
- Provided daily support with escalated ticket resolution and liaised with business and technical leads.
- Identified root causes of recurring problems to implement effective solutions to resolve tickets as per SLA .

➤ **Tools and Operating ssytem : UNIX , LINUX , WINDOWS**

Ubuntu , VM editor Virtual box Orcal 7.0.6 platform

➤ **CRM , Production Support Tool , BBNMS , Oracle Golden Gate O Val.**

➤ **Strength**

Customer service skills.
Technical Skills
Strong team player, team work. Self-Motivated,
Aggressive in work
Work under pressure
problem solving abilities.
commitment and goal-oriented
Motivating people, Self-Motivated,

Education

Bachelors in Computer Application in 2014 (BCA)
Kolhapur University

Personal Details

Date of Birth: 25 th
December 1985. Gender: Female
Marital Status: Unmarried
Languages known: English, Hindi,
Marathi. Hobbies: Cooking,
Singing, dancing, Bike Riding etc

Declaration

I hereby declare that the above-mentioned information is correct and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:
Place Pune

Yours Sincerely
Nazma Khan