

Misbah Shoaib Khan

-Senior Technical Associate

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Career Objectives:

To obtain a good position in an organization where I can utilize my professional skills and experience towards personal and organizational growth.

Professional Summary:

- Overall experience with **2+ Years as a Virtual Technical Associate** in Amazon .
- Organize, execute, and assist with team activities (staff meeting agendas, all-hands meetings).
- Ownership of on-boarding process and time management for a growing team.
- Management of complex calendar and scheduling.
- Device troubleshooting - Fire Stick , Fire tablets / kindle e-readers - dealing with device freezing issues , dead devices , physical & liquid damages, replacements, ping logs, factory reset, etc.
- Prime video / kindle app concerns - app not functioning properly, freezing issues, error codes while streaming prime video, videos not loading, incorrect video played etc
- Font issues, downloading of ebooks and videos, content related issues.

Previous Company Experiences :

Company : **Digital Age Pvt LTD (FIRSTCRY.COM):**

Role : **Quality Analyst Associate**

Description:

Quality Analyst Associate, Quality Service will execute test instructions for one or more features of the product. They will have the opportunity to learn changes to the product and gain conceptual understanding of the workflow.

Roles and Responsibilities:

- Taking calls & working on emails, dealing with Indian customers for order related query.
- Promoted within 6 months as a Quality Analyst.
- Evaluating Calls/Emails of the Agent.
- Providing appropriate feedback.
- Analysis bases the evaluation and coming up with an improvement plan.
- Area of improvement for the entire process.
- Conducting Calibration with TL/s Am/s and other QA/s
- Providing Access Rights to users, Giving support to developers and resolving troubleshooting Git issues.
- Taking backup of repositories in regular intervals.

Previous Company Experiences :

Company : **Tech Mahindra :**

Role : **Sr Customer Care Executive**

Description:

Sr Customer Care Executive, Builds and maintain business relationships with clients by providing prompt and accurate service so as to promote customer loyalty. May mentor or give direction to junior team members and provide training on best practices. May assist management in ensuring performance goals are met with workflow.

Roles and Responsibilities:

- Taking calls and handling technical related issues for handset.
- Working on emails and handling complaint cases.
- Upselling new postpaid plans.
- Dealing with irate customers and helping them resolve their issues.
- Ask for clarification.
- Explain what's going to happen next.
- Be honest.
- Reframe the “no” using positive language.
- Make the customer feel heard.
- Offer alternatives.
- Explain the reasoning behind the current design.

Skills

- Excellent problem-solving skills.
- The capacity to work well within a team.
- Attention to detail.
- Logical thinking.
- Basic knowledge in how operating systems and software works.
- Interpersonal skills as you will regularly be in contact with colleagues and/or customers.
- Basic knowledge of MS Word, MS Excel, Virtual remote control help.
- Rebooting of devices, factory reset, power wash.

Experience Summary:

- Currently Working as **Virtual Technical Associate** at **Amazon Development center India Pvt Ltd** from **March-2019 to Till Date.**

Education Details :

Completed BCom from Dr Rammanohar Lohia University Faizpur Year 2010 – 50%

Higher Secondary School in Science – Year 2007 - 52%
SSC Maharashtra State Board – Year 2005 - 55%

Personal Profile:

Name : Misbah Shoaib Khan

Date of Birth(DOB) : 29th June 1988

Language Known : English, Hindi, Marathi

Marital Status : Married

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