

# RAYEESAF AIROZE

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## SUMMARY

Friendly customer service professional with 5+ years of success in resolving customer concerns and enquiries. Skilled at accurately building rapport in person and over the phone. Supportive team player, well-versed in providing helpful answers on multiple platforms to retain clients. Positive customer service professional with strong history of surpassing customer expectations. Skilled at navigating stressful situations with calm, collected and professional attitude. Decisive communicator demonstrating superb active listening skills to resolve issues. Successful Incident Manager insightful in methods for improving organizational efficiency, resource utilization and satisfaction scores. Ready to break down processes at every level and optimize approaches for short-term gains and long-term success. Creative problem-solver with fortitude and adaptability for challenging projects.

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## EXPERIENCE

**Incident Manager**, 01/2022-Current

**Accenture**-Bangalore, India

- Record and classify received incidents and undertake an immediate effort in order to restore a failed IT service as quickly as possible
- Assign unresolved incidents to appropriate Tier 2 support group
- Log all incident/service request details, allocating categorization and prioritization codes.
- Keep users informed about their incidents' status at agreed intervals
- Associate incidents with other records (i.e. incidents, changes, problems, knowledge articles, known errors, etc.)
- Provide first-line investigation and diagnosis of all incidents and service requests
- Escalate major incidents to the incident and/or problem manager
- Escalate incidents at risk of breaching service level agreement to the incident process coordinator.
- Own all incidents and service requests throughout the lifecycle.

**Operation Analyst**, 07/2020-01/2022

**First Advantage**-Bangalore, India

- Help candidates & clients with background verification process.
- Sending out emails to the candidates & clients with status of the background verification.
- Requesting for missing information from candidates & clients to proceed further with the background verification.



## CONTACT

**Address:** Bangalore, India 560005

**Phone:** 7338628369

**Email:** shariffayeesa@gmail.com

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## SKILLS

- Communication skills.
- Computer proficiency.
- People skills.
- Collaboration talent.
- Problem-solving abilities.
- Customer service.
- Time management.

- ProvidinganETAforthecompletionoftheBackgroundverificationprocess.
- SupportingthecustomersGlobally.

**OperationsExecutive,05/2012-01/2014**  
**Aegis-Bangalore,India**

- Answeringinboundcallsand sendingemailstothe customer.
- Product/Servicesinformation,answerquestions,andresolveanyemerg ingproblems thatcustomer mightface.
- Handlecustomercomplaints,provideappropriatesolutionsandaltern ativeswithinthetimelimits;followuptoensureresolution.
- Keeprecordsofcustomerinteractions,processcustomeraccountsandfile documents.
- Followcommunicationprocedures,guidelinesandpolicies.

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## EDUCATION

BachelorofCommerce,Finance,2011  
**St.Anne'sFGCollegefor Women**-Bangalore,India

- [\[Degree\]](#)Graduate

PUC,HECA,2008  
**St.Anne'sGirlsPUCollege**-Bangalore,India

10thStandard,School,2006  
**St.Anne'sGirlsHighSchool**-Bangalore,India

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## LANGUAGES

**English:**FirstLanguage  
**Hindi:** C1

Advanced