

Imran Khalid

Bandar Saujana Putra, Jenjarom, Malaysia | imrnkhlid96@gmail.com | 011-11746416 | [LinkedIn](#)

SUMMARY

- Customer service professional with four years of experience in remote support, skilled in effective communication, problem-solving, and multitasking. Proven ability to maintain customer satisfaction and deliver high-quality service using virtual platforms. Seeking a remote position to leverage my expertise in a dynamic team environment.

EDUCATION

UniKL MIAT

Bachelor of Aircraft Engineering Technology (hons in Mechanical)

Sepang, Selangor

Graduation Date: Jan 2020

WORK EXPERIENCE

Concentrix Sdn. Bhd.

Customer Service Representative

Cyberjaya, Selangor

Oct 2020 - Aug 2021

- Managed a high-volume workload by resolving an average of 100 customer inquiries daily via chat, email and call, resulting in a 85% satisfaction rate.
- Developed and delivered training modules for customer service representatives, resulting in a 20% increase in first call resolution rates and a decrease of repeat calls by 30%.
- Implemented a callback system for customers, resulting in a 30% decrease in abandoned calls and an increase in customer satisfaction ratings by 15%.

Startek Sdn. Bhd.

Seller Support Representative

Subang, Selangor

Aug 2021 - Feb 2022

- Resolved sellers inquiries in US market regarding their Amazon listings via email and calls, through active listening, effective communication, and swift issue resolution resulting in a 90% satisfaction rating.
- Assisted sellers with product listing optimization increasing average sales by 15%, while simultaneously reducing negative reviews by 30% via targeted recommendations and support.

Conduent Business Services

Customer Experience Associate

Subang Jaya, Selangor

Feb 2022 - Jun 2024

- Assisted customers of a leading US airline company in managing their flight bookings, including handling seat upgrades, flight rescheduling, and flight cancellations, ensuring seamless travel experiences, resulting in a 87% satisfaction rate based on customer feedback surveys.
- Collaborated with cross-functional teams to identify common customer pain points and developed a new process that reduced wait times by 30%.
- Utilized airline systems and software to efficiently manage customer bookings, process seat upgrades, and handle flight changes while adhering to company policies and industry regulations.

TDCX Bangsar, Kuala Lumpur

Crisis Management Specialist (Project Home)

Jul 2024 - Present

- Conducted thorough investigations of incident disputes, analyzing evidence from over 30 hosts monthly, resulting in a 95% resolution rate in line with company policies.
- Managed escalated issues and oversaw the user dispute request process for more than 50 cases monthly, enhancing service consistency and accountability.
- Evaluated and calculated claims for damages totaling \$30,000+, conducting market research to assess claim reasonableness, and accurately documenting all actions taken, leading to a 30% increase in client satisfaction.

SKILLS

- Customer Relationship Management: Skilled in building and maintaining positive relationships with customers, providing exceptional support, and resolving issues promptly and professionally.

- Team Collaboration: Skilled in collaborating remotely with colleagues, sharing knowledge, and contributing to a positive team dynamic through effective communication and cooperation.
- Technical skills: SAP, salesforce service cloud, JIRA, LivePerson, Google, Microsoft

REFERENCE

Nur Aini Mohd Salleh | Team Leader | 0183560018 | email: aini.salleh@teledirectasia.com