

Muhammad Salman Khan
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Career Objective

To add value to a professional organization in terms of providing better and efficient service to both internal and external customers, resulting in personal growth and improved outcomes for others.

Technical Skills

Programming Language: HTML5, CSS3 & JavaScript, Python, Swift, AWS Cloud Computing.

Computer Software: SpreadSheet, Sublime or Notepad++ Programming Editor, Pixlr, Mockflow, Skype, Teamviewer.

Education

Bachelors of IT (Business Systems) Federation University, Australia	Mar 2011 - Apr 2014
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Diploma in Business Management Cambridge International College, Australia	Aug 2010 - Sep 2011
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Professional Development

Back-end Programming altcademy.com	Feb 2020 – Current
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AWS Cloud Computing Amazon Head Office (3 Days Training) Training Topics: AWS Shield & SSL Certificates	Oct-2018 - Oct 2018
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Professional Year Performance Education	Jan 2015 – Dec 2015
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Front-End Developer (Short Course) General Assembly, Australia <i>Majors: HTML5, CSS3, JavaScript, JQuery</i>	June 2015 – Aug 2015
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Personal Advice Deposit Products General Insurance (Short Course) Kaplan Professional, Australia	Sep 2020 – Oct 2020
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Work Experience

National Australia Bank Customer Support Lending

Aug 2020 – Dec 2020

Responsibilities:

- Receive inbound calls from customers for their home lending solutions and also making outbound calls for home loan maintenance
- Help customer negotiate their Home loan interest rates and also listen to a customer for their issues
- Finding the right product for customers for their home loan and swap or do amendments on their home loan products.
- Listen emphatically and find the solutions for customers service direct debit amendments
- Educating customers about the home loan products and setting up their appointments with Specialist lenders via salesforce appointment setter software
- Helping customers of finding their home loan application status using Oracle Banking software
- Offering products features and benefit factually to customers

Public Transport Of Victoria (Salmat) Customer Service Representative

Dec 2015 – March 2016

Responsibilities:

- Receive inbound calls for Myki card related issues and performed daily KPIs
- Help customers to resolve their missing top-ups by using problem-solving tactics.
- Ensure that customers personal details are updated in KANA ERP system and also help to send their new myki card into your new addresses
- Help customers processing their credit card payments
- Helping customers to make their travel journey and help customers to book their V/line train and buses tickets
- For any technical issue of top-up machines at the station, responsibility is to notify the Authorities on time and raise the ticket to Tier 3 team

Recoveries Corporation, Pty Ltd, Melbourne Portfolio Manager (Telstra)

April 2014 - July 2015

Responsibilities:

- Perform portfolio managerial duties on behalf of Telstra client
- Research competitors and analyzed competitors performance for the client importance
- Keep tracking day to day target and arrange a meeting with a supervisor and discuss if there any problems are faced while on working for a client and also with customer
- Discuss problems with Team Leader and then report to Client by email or by telephone
- Keep motivating to achieve the monthly target and plan how to achieve the target on time and also to conduct regular training to keep clients' requirements up-to-date
- Achieve monthly targets set by the company

Recoveries Corporation, Pty Ltd, Melbourne Collection Officer (ATO)

April 2013 - July 2014

Responsibilities:

- Perform calls to customers and help them pay their remaining balance
- Used various problem-solving strategies to help customers to pay their balances immediately
- Conducted privacy act training and time to time training to learn ATO product to know the importance of how to keep the data secured for customer

- Used to perform duties according to their clients' expectations, which is to work with the Zero Tolerance of breaching the privacy for customers.
- Performed work by achieving daily KPIs
- Used to call ATO directly to know more about the customer updated balance to handle manage customers' account properly
- Achieve monthly targets set by the company

References

Nikesh Nanoo_ (Lead Specialised Program)
NAB, Melbourne, Vic
Mobile: 0421747711

Naveed Siddiqui (Team Colleague)
Salamat, Melbourne, Vic
Mobile: 0406651137