

Shabaz Sultan Shaikh

Email: shabazshaikh7861@gmail.com

Contact No: +91 9768349291

LinkedIn: [linkedin.com/in/shabaz-shaikh-b29459243](https://www.linkedin.com/in/shabaz-shaikh-b29459243)

Address: Plot no. 18/Part, Gut no. 91, near MGM Golf Club, Sanjay Park, Mitmita, Padegaon, Aurangabad 431002

Career Objective

Dedicated customer service professional with expertise in chat support, seeking a challenging role to utilize my communication, problem-solving, and team management skills to enhance customer satisfaction and contribute to the success of the organization.

Profile Summary

- 9 years of experience in customer service, specializing in chat support for international clients.
 - Proven track record in handling high-volume queries and complex issues while maintaining performance standards.
 - Mentored and trained teams to meet performance metrics (NPS, AHT, ART, FCR).
 - Skilled in multitasking, team management, and delivering excellent customer experiences.
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Work Experience

Convergys – Customer Advisor

Feb 2015 - Jan 2017

- Managed high-volume chat support for U.S. clients.
- Resolved customer queries in real-time, ensuring high levels of satisfaction
- Utilized effective communication to ensure timely resolutions and adherence to AHT and ART metrics.

Tech Mahindra – Customer Service Advisor & Mentor

Feb 2017 - Feb 2024

- Handled chat support, including customer queries, account management, billing, and roaming profiles.
- Maintained key performance metrics: NPS, AHT, ART, and Quality scores.
- Mentored and trained new team members to meet performance goals, resulting in a well-prepared team that consistently met targets.
- Conducted performance evaluations, provided constructive feedback, and facilitated skill development through targeted training sessions.

Currently working with TransLexa as a Transcriptionist

- Transcribing audio files and converting them into accurate and readable English text.
 - Ensured high-quality output by maintaining a 98% accuracy rate through careful review and error correction.
 - Managed multiple transcription projects simultaneously, meeting deadlines, and maintaining high levels of client satisfaction.
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Education

- **S.S.C** – Maharashtra State Board (2008) – 56%
 - **H.S.C** – Maharashtra State Board (2010) – 52%
 - **Bachelor of Management Studies (BMS)** – Mumbai University (2013) – 71%
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Certifications

- **AI Certification** – BE10x (July 2024)
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Skills

- **Customer Support:** Expert in managing chat queries and delivering prompt resolutions.
 - **Chat Process Management:** Efficient in handling multiple chats with quick turnarounds.
 - **Sales and Upgrades:** Experience in selling mobile phones and accessories, focusing on customer satisfaction and upselling.
 - **Troubleshooting:** Proficient in diagnosing and resolving technical issues related to mobile devices and accessories.
 - **Transcription:** Experienced in converting audio files to precise English text.
 - **Performance Metrics:** Proficient in managing NPS, AHT, ART, FCR, and quality scores.
 - **Communication:** Fluent in English, Hindi, and Bengali, with strong written and verbal communication skills.
 - **Problem-Solving:** Analytical approach to resolving customer concerns efficiently.
 - **Mentorship & Training:** Experience in guiding and developing teams for improved performance.
 - **Reporting & Analysis:** Skilled in preparing and analyzing performance and feedback reports.
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Soft Skills

- **Leadership:** Inspiring and guiding team members.
- **Empathy:** Addressing customer concerns with patience.
- **Adaptability:** Adjusting to new processes and technologies.

- **Time Management:** Prioritizing tasks to meet deadlines.
 - **Collaboration:** Working effectively with teams and departments.
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Personal Details

- **Date of Birth:** 18-06-1992
- **Age:** 32
- **Marital Status:** Married
- **Nationality:** Indian