

# CURRICULUM VITAE

## **Mehmood Khan**

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### **OBJECTIVE:**

To obtain a responsible position in an organization where my knowledge, experience, accomplishment, proficiency and hard work will allow me opportunity for growth.

### **WORK EXPERIENCE:**

Customer Service (Back Office Executive)

(4 YEARS, 3 MONTHS)

#### **VISTAPRINT E-COMMERCE COMPANY**

### **Duties & Responsibilities**

- ✓ Modifying the issues of customer products and resolving their queries.
- ✓ Quality analyzing and reviewing the products before production to meet customer's expectations.
- ✓ Giving best and accurate solutions to the customers via Emails and Chats.
- ✓ Excellent customer service skills with the ability to solve their problems.
- ✓ Provided training to the new joiners in the Team and process knowledge.
- ✓ Maintaining the data and reports of the workflow on daily basis.
- ✓ Assisting and Coordination with Team members working efficiently in Organization.
- ✓ Processing the customer orders in production as per their requirements.
- ✓ Handling responsibilities as a Senior in the absence of Manager.
- ✓ Ensuring Delivery Excellence in order to achieve customer satisfaction.
- ✓ Ability to work both independently and with the Team.

#### **DIALLO DEBT MANAGEMENT COMPANY**

(9 MONTHS)

To address UAE customer issues and resolve them in a timely and efficient manner all related to loan debt amount in order to identify overdue payments, report collection activity. Interaction with customers on variety of channels such as phone, email, whatsapp webchat, social media etc. and ensure that all valid customer concerns are being dealt with immediately.

Customer Service (Back Office Executive)

(Present)

#### **ESSAR GROUP MULTINATIONAL CONGLOMERATE COMPANY**

- Handling customer queries on variety of channels and giving them best resolutions.
- Updating on offers discount coupons and sending promotional messages to customers.
- Assisting the customers via phone inbound and outbound communication.
- Giving products information to the customers about pricing and descriptions.
- Providing accurate solutions to the customers on Freshdesk software via emails and chats.
- Informing orders schedule and delivery timings to the customers.
- Coordination with operations team and liaising with concern departments.

- Keeping track on all deliveries once orders are dispatched and ensuring delivery excellence.
- Raising all quality issues, missing products damaged products and other major issues in particular office whatsapp groups and with Operations team.
- Processing refunds and replacement as per the customer perceptions.
- Keeping records of all orders invoices, and sharing it with the Operations team on daily basis.
- Marking all orders Shipped after dispatched, and completed once delivered, also keeping records in documents.
- Taking strong follow ups efficiently of all shipments and managing it proactively.
- Managing multiple tasks in Backend such as making customer registration reports, order export sales reports, coupon usage report, in Excel, updating of daily issues data in Google sheets, etc.
- Working proactively independently and with the Team

### **EDUCATIONAL QUALIFICATIONS:**

- ✓ Passed T.Y.B.COM Graduated from Mumbai University Year 2019.
- ✓ Passed H.S.C from Mumbai National Institute Year 2014.
- ✓ Passed S.S.C from St Paul High School Year 2011.
- ✓ I.I.I course degree from M.H Saboo Siddik College 2012-2013.

### **TECHNICAL SKILLS:**

- ✓ Having software knowledge.
- ✓ Marketing knowledge.
- ✓ Computer Operating System.
- ✓ Typing Speed Accuracy.
- ✓ Good communication skills.
- ✓ Decision making skills.
- ✓ Teamwork and Coordination.
- ✓ Productivity.
- ✓ Microsoft Word, Excel.
- ✓ Very much familiar to use Outlook

### **HOBBIES INTERESTS:**

- ✓ Gymnastics and Fitness.
- ✓ Art and Drawing.
- ✓ Collecting information from Internet.
- ✓ Photography Editing.

### **PERSONAL INFORMATION:**

Full Name: Mehmood Khan

Nationality: Indian

Marital Status: Single

Date of Birth: September 08, 1995

Place of Birth: Mumbai, India



