

Aifaz Pathan.
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Hyderabad Telangana -500001
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Career Objective:-

Dedicated and customer-focused professional seeking a position as a **Customer Support Executive** where I can utilise my experience in **international and domestic voice/non-voice processes** to deliver excellent service, resolve customer concerns efficiently, and contribute to organisational growth. Committed to maintaining high service standards, enhancing customer satisfaction, and continuously improving communication and technical skills.

Professional Summary-

Dynamic and customer-focused **Banking Sales Executive** with proven experience in selling retail banking products, maintaining strong client relationships, and achieving monthly revenue targets. Skilled in lead generation, cross-selling, KYC compliance, and delivering high-quality customer service. Adept at understanding customer needs and recommending suitable financial solutions to drive business growth.

Professional Experience

1. Customer Support Representative - Kfintech technologies -. Ltd, & Tech Mahindra (From 5 April 2022-15 August 2024)

Roles & Responsibilities:

- Managed complex customer inquiries via email and chat for international clients, achieving high satisfaction score.
- Collaborated with cross-functional teams to address escalations and improve SOPs. Trained and mentored junior associates on best practices in written communication and workflow organization.
- Supported new product launch documentation in coordination with international teams.
- Demonstrated cultural sensitivity and flexibility when communicating with clients from diverse backgrounds.
- Achieved daily/weekly targets related to call quality, AHT, and customer feedback.
- Assisted with billing, account management, and basic technical troubleshooting.
- Managed escalated cases and collaborated with backend teams for faster resolution.
- Consistently met KPIs including **AHT, FCR, Quality Assurance**, and adherence.

2. IDFC First Bank (Senior Associate (From 19- August-2024 to 7-Nov-2025).

Roles & Responsibilities:

- Responded to customer queries related to billing, product usage, and service activation.
- Sold key banking products including CASA accounts, personal loans, credit cards, insurance, and mutual funds.
- Achieved 80% of monthly and quarterly sales targets consistently.
- Conducted customer profiling to identify financial needs and pitch relevant products.
- Supported KYC validation and documentation for new account onboarding.
- Managed customer issues, resolved queries, and ensured a smooth customer experience.
- Built and maintained long-term relationships with high-value clients.
- Coordinated with the branch team and product specialists to maximize sales productivity.

Skills:

- Excellent verbal and written communication skills
- Retail Banking Product Sales
- Cross-Selling & Up-Selling
- Customer Relationship Management (CRM)
- KYC / Documentation Verification
- Lead Generation & Conversion
- Proficient in MS word, excel, outlook.

Certifications certified:

- NISM certified.

Education:

- Bachelor's degree in [Physics] [RTMNU [Nagpur, Maharashtra] [2018]
- Certificate of Higher Education- Z. P collage Gadchiroli Maharashtra [2015].

Personal details:

Date of Birth:18-11-1997.

Language: Marathi, Hindi, and English.

Marital status: Single.

Hobbies: Music, Travelling, and Cricket.

DECLARATION: I hereby declare that the information provided above is true to the best of my knowledge.

Place: Hyderabad (Abids

Aifaz

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Date:22-11-2025