

Saif Ali Khan

D/104, Nadkar Complex,
Tanwar Nagar,
Kausa, Mumbra,
Thane - 400612

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Job Experience:

➤ Hexaware BPS From 17-7-2017 To 18-8-2018

Worked as Customer Service Representative at Navi Mumbai.

Additional Activities:

- ✓ Worked as a SME (Floor support) for more than 9 Months.
- ✓ Handled Escalation calls as a Floor supervisor and Appreciation calls on a daily basis.
- ✓ Trained and handled 9 OJT batches. Took responsibility from training to certification and further to nesting phase.
- ✓ Given responsibility of BQ agents for 2 months. Conducted training, refreshers, briefing for the BQ and done calls quality audits for the same.
- ✓ Publishing various reports (Performance report :Daily/Weekly/Monthly)
- ✓ Resolving customer's complaints and queries.
- ✓ Quality updates and process changes shared with the team.
- ✓ Feedback shared with consultants and constant review on the performance done.

➤ WNS Global Services From 06-09-2018 To 08-07-2019

Worked with WNS for Amazon process (North America) as a Senior Seller Support Associate at Mindspace, Airoli.

➤ Gebbs Healthcare Solutions Airoli From 22-07-2019 To Till Date

Currently working with Gebbs as a Senior AR at Mindspace, Airoli.

Computer Knowledge:

- ✓ Basics in Computer applications.
 - ✓ Expertise in Ms Office (Ms Excel, Powerpoint, Word etc.)
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Tools Worked On:

- ✓ Worked on Ameyo, Prism, knowledgebase.
 - ✓ Worked on Right Now, PhonePe Portal.
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Academic Detail:

- ✓ Graduated in Commerce from M.S. Degree College -Mumbra, Thane (2016)
 - ✓ Completed H.S.C from Amrit Education Academy - Mumbra, Thane (2013)
 - ✓ Completed S.S.C from Amrit Education Academy - Mumbra, Thane (2011)
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PERSONAL PROFILE:

- ✓ Father's Name: - Shahad Ali Khan
 - ✓ Date of Birth: - 24-Sept-1995
 - ✓ Nationality: - Indian
 - ✓ Languages Known: - English, Hindi & Marathi
 - ✓ Marital Status: - Single
 - ✓ Hobbies: - Listening Music, Interacting with new people
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Date:

Place: Mumbai
Khan)

(Saif Ali