



MANSUR ALI KHAN

Mai Building, Fire Station Road, Muwaileh, Sharjah, UAE

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Available Immediately: Visit visa (Valid till 27-01-2025)

SUMMARY

Highly skilled professional with a strong focus of customer satisfaction and a proven ability to manage time effectively. Demonstrate excellent verbal and written communication skills, proficiency in CRM software, and keen attention to detail. Adept to problem solving, flexible coordination, and proficient in MS-office applications with a typing speed of 40-50 WPM. Career goals include leveraging extensive knowledge of Windows & Office tools to enhance operational efficiency and drive customer-focussed initiatives.

ADP (401K)

09 November 2023 - 18 November 2024

Senior Client Advisor

- Assisting 401k account holders in navigating login procedures and ensuring smooth access to their accounts as well as facilitating withdrawals, ensuring adherence to regulatory guidelines and company policies.
- Guided account holders through loan application process, understand requirements and assisting with documentation.
- Helping account holders manage loan repayments, assisting new account holders with enrolment process, providing information on available options and supporting informed decision-making.
- Achieved highest level of client survey satisfaction from January 2024 till November 2024.

AMAZON DEVELOPMENT CENTRE

10 JULY 2023 - 10 OCT 2023

Virtual Customer Support

- Delivered exceptional customer assistance via 50 inbound call per day, ensuring superior service for business growth.
- Accurately answer product and service questions, assisted customers with placement and tracking of order, refunds or replacements.
- Achieved and outperformed all the departmental goals. including average hold time, calls per day and average call waiting.

AMAZON DEVELOPMENT CENTRE

14 DEC 2020 - 23 DEC 2022

HR Assistant (My HR live support)

- Served primary point of contact for employees, managers, HR at US Amazon regarding pay, attendance, timecards, and policies.
- Respond quickly to employee queries received on phone and web such as punch updates, missing pay and partnered with US Payroll team to ensure accurate and timely payroll inputs.
- Assist with verification of employment for both active and terminated employees, prepared detailed reports related to wage verification and workers compensation, ensuring accuracy and compliance with relevant regulations.
- Support Amazonians in self-serving on A to Z app and website.

TECH MAHINDRA BUSINESS SERVICES

11 OCT 2018 - 12 DEC 2019

Senior Technical Support (Verizon Process)

- Excellent track record of solving 99.2% Level 2 tech support tickets without needing to escalate to Level 3 tech support engineers.
- Assisted customers with more difficult technical issues by troubleshooting internet issues encountered, providing actionable tips to resolve them.
- Helped with billing queries and achieved sales target by upgrading the customer service from DSL to FIBER(Fios).

DA'MORE CONSULTING PVT LTD

30 JULY 2014 - AUG 2018

Senior Support (Customer service & Administration)

- Handled 60+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information and retaining services.
- Received and resolved escalation level calls & emails from clients in real quick time and acknowledged by many in feedback's emails.
- As additional responsibility managed daily administrative tasks, including scheduling, and organizing documents.
- Coordinated team meetings and events and prepare agendas.
- Assisted in project management by tracking deadlines and facilitating communication.

EDUCATION

- Bachelor of Science, Osmania University, India, 2005-2008

SKILLS

- Excellent verbal and written communication skills, Time Management.
- Proficiency in CRM software, Attention to detail.
- Strong problem-solving abilities, Flexible and Co-Ordinative.
- Customer-focused approach with a commitment to delivering exceptional service.
- Knowledge of Windows & Office tools
- Proficient in MS Office Application
- Typing speed 40-50 WPM

CERTIFICATION

- Certified Lead / Document Controller (DC) – 2024

LANGUAGES

- English (Fluent), Hindi (Fluent), Urdu (Fluent)