

# SYED RAYYAN SAJID

✉ rayyanchase383@gmail.com

☎ +917067724914

🇮🇳 Indian

🛂 Passport V5327107

in Syed rayyan sajid

👤 single

📅 1998/08/09



## 📁 Professional Summary

- Provided excellent customer service to a diverse clientele, addressing an average of 200 inquiries daily.
- Utilized strong communication and active listening skills to understand customer concerns and provide accurate information.
- Successfully resolved technical issues, billing inquiries, and product-related problems, achieving a 95% customer satisfaction rate.
- Applied problem-solving abilities to swiftly identify root causes of issues and implement effective solutions.
- Managed escalated cases with diplomacy, turning dissatisfied customers into loyal advocates through empathetic resolution.
- Contributed to the creation and improvement of internal knowledge base articles, enhancing team efficiency.
- Lead calibration sessions with supervisors and trainers to align on evaluation standards and maintain consistency.

## 📁 Work Experience

### Quality analyst | USA | International DoorDash | Company TASKUS

2021/06 – 2023/02  
Indore, India

Conduct comprehensive quality evaluations of customer interactions, including calls, chats, and emails, to ensure adherence to company standards.

Collaborate with operations teams to develop and refine quality monitoring forms and evaluation criteria.

Analyze data and trends to identify performance gaps and opportunities for process enhancement.

Provide regular feedback and coaching to customer support representatives to improve their communication skills, product knowledge, and issue resolution.

Lead calibration sessions with supervisors and trainers to align on evaluation standards and maintain consistency.

Played a key role in reducing customer escalations by 20% through targeted coaching and process improvements.

### Customer Support | USA | International DoorDash | Company TASKUS

2019/02 – 2021/06  
Indore, india

Assisted customers via phone, email, and chat, addressing an average of 50 inquiries per day. Resolved technical issues, billing inquiries, and product-related concerns, achieving a customer satisfaction rate of 95%. Actively listened to customer concerns, demonstrated empathy, and provided tailored solutions to ensure positive interactions.

Collaborated with cross-functional teams to resolve complex issues and ensure timely resolution for escalated cases. Maintained accurate and detailed records of customer interactions and case resolutions in CRM system. Contributed to the development of internal knowledge base articles to improve efficiency and consistency of support.

Responded to customer inquiries via chat, phone, and email, maintaining a 95% customer satisfaction rating.

Demonstrated empathy and patience while addressing customer concerns, resulting in a 20% reduction in escalated issues.

Successfully resolved complex technical issues by collaborating with the technical team, leading to a 30% decrease in unresolved cases.

Used CRM software to track and manage customer interactions, improving response time and accuracy.

Assisted customers in a high-volume call center environment, consistently meeting or exceeding call handling targets.

Employed active listening skills to understand customers' needs and provided tailored solutions, leading to a 15% increase in upsell opportunities.

Handled billing inquiries and disputes, reducing billing-related escalations by 25% through accurate explanations and prompt issue resolution.



Education

Bachelor of Commerce

Bhopal, India

Barkatullah university Jawahar jawaharlal nehru



Skills

Proficient with project management software • Team player • Excellent time management skills • Conflict management • Public speaking • Data analytics

Quality Assurance and Evaluation Process Improvement Data Analysis

Coaching and Training Communication Skills Customer Issue Resolution

Knowledge of BPO Operations Microsoft Office Suite



Languages

English

Native

Arabic

Native

Urdu

native



Projects

Handle Team of 10 members

Managed a team of 10 members, providing guidance and direction to achieve project goals and objectives.

Facilitated regular team meetings to communicate updates, address challenges, and foster a collaborative environment.

Improved team communication by implementing weekly status reports and promoting transparent information sharing.

Resolved conflicts within the team by actively listening to concerns, mediating discussions, and finding mutually agreeable solutions.

Delegated tasks based on team members' strengths, resulting in increased productivity and timely project completion.

Collaborated with cross-functional teams to ensure seamless coordination and alignment on projects.

Conducted performance evaluations, identified areas for improvement, and provided coaching and mentorship to team members.

Led the team through a successful project that exceeded client expectations, resulting in positive feedback and repeat business.

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## Certificates

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### Quality anayst

Six sigma

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## Interests

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- Literature •  
Environmental  
conservation • Art •  
Travel