

Syed Rayyan Sajid

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09 august 1998

 Indore, Madhya Pradesh, India

Experienced customer support professional with four years of experience providing excellent service to customers. Skilled in communication, problem-solving, and empathy, with a proven ability to quickly and effectively identify and resolve customer issues. Demonstrated ability to handle difficult and dissatisfied customers with patience and professionalism.

Work Experience

Quality analyst • TaskUs

September 2021 - February 2023

- Identify and remedy defects within the production process
- Recommend, implement and monitor preventative and corrective actions to ensure that quality assurance standards are achieved
- Compile and analyze statistical data
- Ensure that user expectations are met during the testing process
- Draft quality assurance policies and procedures
- Investigate customer complaints and product issues



Supervisor SME (Trainer) • TaskUs

January 2021 - September 2021

- Set goals for performance and deadlines in ways that comply with company's plans and vision and communicate them to subordinates
- Organize work flow and ensure that employees understand their duties or delegated tasks
- Monitor employee productivity and provide constructive feedback and coaching
- Receive complaints and resolve problems
- Maintain timekeeping and personnel records
- Pass on information from upper management to employees and vice versa
- Prepare and submit performance reports
- Decide on reward and promotion based on performance
- Hire and train new employees
- Ensure adherence to legal and company policies and procedures and undertake disciplinary actions if the need arises



Customer support executive • TaskUs

January 2019 - January 2021

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Identify customer needs and help customers use specific features
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Update our internal databases with information about technical issues and useful discussions with customers
- Monitor customer complaints on social media and reach out to provide assistance
- Share feature requests and effective workarounds with team members



customer support • Magnum group

January 2018 - December 2018



Troubleshooting technical issues.
Diagnosing and repairing faults.
Resolving network issues.
Installing and configuring hardware and software.
Speaking to customers to quickly get to the root of their problem.
Providing timely and accurate customer feedback.
Talking customers through a series of actions to resolve a problem.
Following up with clients to ensure the problem is resolved.
Replacing or repairing the necessary parts.
Supporting the roll-out of new applications.
Providing support in the form of procedural documentation.
Managing multiple cases at one time.

Education

2022 - 2024

Barkatullah University, Bhopal

Undergraduate (final year)

2019 - 2020

Barkatullah University

Class XII

Skills

- Excel
- Video editing
- reading

Language

- Urdu
- English
- Hindi
- spanish