

**MOHD ASLAM KHAN**

UAE (United Arab Emirates)  
Email:mohdaslamkhan530@GMAIL.COM  
Ph: +971 581149723



- ❖ MBA graduate with 4 plus years of experience in Customer service industry
- ❖ Strong skillset in customer care and query resolution capabilities
- ❖ Collaborate with Helpdesk partners and cross functional teams to help manage day to day activities and use ERP system (Finacle) ticketing tool efficiently.
- ❖ Received good feedback from supervisors and customers for resolving query on time
- ❖ Promoted process efficiencies through focusing on automated channels as and where applicable.
- ❖ Able to multitask on various activities with 100% accuracy.
- ❖ Focused on query resolution and knowledge sharing and prepare standard operating procedures (SOPs).

**Professional Experience:**

Organization	Duration
Genpact India	June 2022 – Dec 2024
IDBI INTECH BANKING Pvt Ltd	June 2020- June 2022

**Experience**

**Genpact, India Private Limited  
Customer care Associate 06/2022-12/2024**

- ❖ Ensured precision in the documentation of client details
- ❖ Executed order and transaction processing tasks accurately
- ❖ managed and organized customer interaction records
- ❖ Delivered exceptional customer service by promptly responding to incoming call and emails
- ❖ Assisted customers with important purchasing choices, identifying needs and employing products expertise to make appropriate suggestions
- ❖ Resolved customer queries over phone and by email
- ❖ acted as a point of escalation for complex customer service issues, demonstrating problem-solving skills and patience
- ❖ Trained new customer care associates in company policies and best practice service delivery techniques
- ❖ Conducted follow-up calls for feedback to gauge customer satisfaction and identify areas for improvement
- ❖ Recorded customer interactions, feedback and complaints, contribution

**IDBI INTECH BANKING Pvt Ltd**  
**Customer CARE ASSOCIATE | 06/2020-06/2022**

- ❖ Identify customer needs often choose brands that align with their **identity** and values.
- ❖ Handling customer inquiries with right tools and provided information.
- ❖ Verifying the customer details Methods vary but commonly include document verified.
- ❖ Processing orders and transactions and provided the information.
- ❖ Resolving complaints Queries Discuss options for fixing the problem
- ❖ Disputes and Fraud Related Queries taking a request and provided the TAT
- ❖ Account Related Information KYC related and Freeze information.

**Abilities:**

- Expertise in process related procedures and adaptive to new processes
- Proficient in MS-Excel and able to comprehend and work on different reports and validating the information

**Education (Academic):**

<b>Course</b>	<b>Board/University</b>
M.B.A (finance)	Mesco Institute of Management and Computer Science
Degree	Osmania University
Intermediate	Board of Intermediate
S.S.C	Board of Secondary Education

**Technical Skills:**

Operating Systems : Windows7, Windows10, Windows11, MS-Office.  
Typing skills : 50 (WPM)  
Accounting Packages : Tally

**Personal Skills:**

Strengths : High Achievements, Time Management, Personal Effectiveness, Problem solving abilities, Decision Making skills, Communication skills, Ability to deal with people diplomatically, willingness to learn, Team facilitator, Multitasking

Hobbies : Listening songs and Playing Cricket

**Personal Details:**

Date of Birth : 17-05-1995  
Gender : Male  
Marital Status : Unmarried  
Passport Number : U6134336  
Nationality : Indian  
Visa Status : Visit Visa

Place: Hyderabad

**(MOHD ASLAM KHAN)**