

## 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):**

Course	Board/University
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)**