**CURRICULUM VITAE**

**Mohd Faisal Khan**

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**OBJECTIVE**

To Workout In An Environment Where I Can Explore My Knowledge And Take An Opportunity In The Field Of Time Share And Give The Result Oriented Service To The Organization To Secure A Challenging And Responsible Position To Utilize My Skills And Abilities In Any Industry That Offers Professional Growth While Being Resourceful, Innovative And Flexible.

**WORK EXPERIENCE**

**HRH NEXT SERVICS PVT LTD – CUSTOMER SUPPORT ASSOCIATE 2023 FEB – 2024 MAY**

* Handling inbound calls and outbound calls.
* Customer communication and Attention to detail
* Customer focused services
* Experience in managing blue collared employees such as delivery executives & an understanding of market-Value add
* Strong communication and convincing skills and the ability to meet daily, weekly, and long-term requirements and goals
* Comfortable working with MS excel and data
* Provided technical support to customers via phone, email, and chat.
* Experience in managing blue collared employees such as delivery executives & an understanding of market Value
* Resolved customer inquiries in a timely manner.

# **TEAM LEADER 2024 MAY – PRESENT**

1. Daily Huddles (Pre & Post): Conducting regular team meetings to ensure associates are informed about their performance, updates, and expectations.
2. Monitoring Team Performance:

Regularly tracking and analyzing team performance metrics on various time scales (hourly, daily, weekly, or monthly).

1. Attendance and Break Management: Managing attendance records, handling Real-Time Queue Management (RTQM), and ensuring appropriate break schedules.
2. Motivating and Engaging Team Members:

Providing motivation and encouragement to team members to enhance performance and maintain attrition within target thresholds.

1. Early Warning Status (EWS): Preparing and utilizing Early Warning Status reports to track and control attrition, categorizing issues with a Red, Amber, and Green (RAG) system.
2. Schedule Adherence: Ensuring that team members adhere to schedules as prescribed or suggested by higher management, including attendance and on time log-ins.
3. Achieving Targets: Setting and achieving daily, weekly, and monthly targets specified by the process.
4. Coordinate with Quality and Training Teams:

Collaborating with the Quality and Training teams to identify areas of improvement and providing coaching, training, and feedback as needed.

1. Call Audits and Feedback: Conducting audits on calls, participating in live barging (Side-by-Side Audits), and sharing constructive feedback with team members.
2. Coordination with Line HR/ER: Collaborating with Line HR/Employee Relations for organizing fun activities to keep the team engaged and motivated.

11.Managing the Day-to-Day Activity of the Team:

Overseeing and coordinating the daily operations and workflow of the team.

**EDUCATIONAL QUALIFICATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Standard** | **School / College** | **Board/University** | **Year** |
| SSC | Sunrise Public School | Karnataka state board | 2018 |
| Intermediate | Ram & Raj Since Collage | Karntaka board *of PU* | 2021 |
| Degree | Anwar-ul-Uloom  Degree College | Osmania University | 2024 |

**SKILLS**

* MS Office, Basic Advance Excel
* Online Browsing
* G - Suite Applications
* Team management
* Call management

**personal details**

Name: Mohd Faisal Khan

Father’s name: Mohd Feroz khan

Date of birth: 12/03/2002

Gender: Male

Language: English, Hindi, & Urdu.

Nationality: Indian

**Declaration**

I hereby declare that the above-given information is true to the best of my knowledge and belief

Thanking you

Date: …………………………….. Place: …………………………….