

WAQAR KHAN

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OBJECTIVE

Seeking a position where I can use my skills and experience to make a positive impact in a global marketplace, while also growing and developing as a team player.

AREAS OF EXPERTISE

- * Excellent Communication Skills.
- * Analytical thinking & ability to resolve client queries appropriately.
- * Responsive.
- * Managing Change & Improvement
- * Leadership & maintaining discipline & work etiquettes.

Work History

● **Customer Support Executive - November 2019 – Till date**

TECH MAHINDRA BUSINESS SERVICE LIMITED, Mumbai

- * Interact with users through a series of actions and answer all queries, resolve issues via chat.
- * Improved customer satisfaction scores through application of superior conflict resolution and problem-solving skills.
- * Devised recommendations to streamline and simplify customer support systems and improve response time.
- * Promoted as mentors in 2022, which lead to personal commendation from head of department for direct contribution to the process sales increase and over-achievement in agents KPI targets
- * Utilized crisis management techniques to offer corrective solutions and maximize customer satisfaction.
- * Managed teams of 20+ employees and monitored KPI and sales to ensure monthly targets are achieved.
- * Reviewed internal systems to address areas in need of improvement through in dept weekly and monthly analysis of RFT and multiple internal audits.

● **Administration Manager - November 2017 - November 2019**

SAMARTH AIRCON PRIVATE LIMITED, Mumbai

- * Collaborated with leaders from other departments to achieve consistent processes and maximize efficiency of resources.
- * Oversaw corporate events designed to connect and support employees at work and outside of work.
- * Supervised hiring processes and vendor relationships to maintain smooth operations for the company.
- * Established workflow processes, monitored daily productivity, and implemented modifications to improve overall performance of personnel.
- * Streamlined and improved administrative operations by identifying automation opportunities.
- * Supervised staff and delegated tasks to maintain positive, productive administrative operations.
- * Analyzed data related to administrative costs and spending trends to prepare budgets for personnel.
- * Updated reports, managed accounts, and generated reports for the company database.
- * Negotiate and draft contracts for maintenance contracts
- * Performing basic admin duties including printing, sending emails, and ordering office supplies.
- * Processing company receipts, invoices, and bills.
- * Monitor and record employee work hours and overtime.

● **Back Office Executive - May 2016 - November 2017**

VODAFONE INDIA LIMITED

- * Department: Vodafone Fasttrack Team (CS)
- * provide client support services by maintaining a high level of professionalism and competence in client interactions.
- * Demonstrated excellence in Complaint reduction and TNPS achiever at Vodafone India Ltd, Mumbai – Rewarded as best performer.
- * A major component of my previous role revolves around ensuring Complaint resolution within TAT, Root Cause Analysis for major complaint types leading to permanent solutions for customers.
- * Handling end to end resolution for Complaints raised by the customers on Nodal/Appellate ID.

Key Responsibilities:

- * To Ensure complaints are closed within TAT and team goals are met.
- * Identifying the process gaps and coordinating with teams involved and getting the rectification done.
- * Ensuring a periodic reduction of complaints through process changes/ highlighting gaps.
- * To ensure timely and effective feedback is given to the concerned department causing an error and resulting in customer complaints.
- * Creating a WOW experience for customers by resolving issues within TAT.
- * Amending processes to ensure the frontline is empowered for resolving customer grievances at the first level.
- * Hand Holding the new agents for a period (0 to 60 days).

Achievements:

- ❖ Achieved Best Performance “Shrestha” Performer award.
- ❖ Achieved exemplary performance Certificate in Fasttrack Nodal and Appellate overall KPA in the period August 2016 till November 2017.

● Relationship Manager - August 2014 - May 2015

KOTAK SECURITIES

- * Excellent analytical and statistical modelling skills with substantial knowledge of markets and stocks
- * Excellent ability to determine when to place purchase and sell orders to brokers
- * Highly organized and financially savvy with good time management
- * Developed and implemented a strategic plan that resulted in increased profits
- * Consistently successful trading track record
- * Read multiple press sources each day to determine stock fluctuations.
- * Communicated with stock brokers via telephone, email and initiated buy and sell orders for customers.
- * Utilized electronic trading technologies to execute trades efficiently and effectively.

SCHOLASTICS

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- * **T.Y.B.Com.** from Mumbai Board in 2023

PERSONAL DOSSIER

Date of Birth: 24th November 1992
 Address: C/6, Dharam Dham Society, Ramraj Yadav Compound, 90 feet road, Near Ganesh mandir, Sakinaka, Andheri (East) Mumbai 400072

Languages Known: English, Hindi, Marathi

Place : Mumbai