



Saleem Khan

Jhankar Road , C- Block , Plot no -15 , Qutub Vihar, New Delhi
8595473967 | saleemtruewords@gmail.com

Objective

Results-driven customer support professional with 14 months of experience, looking for a challenging role where customer service expertise, adaptability, and teamwork can support organizational success and personal growth.

Experience

- Concentrix Daksh Private Limited – Gurugram, Haryana** 14th Feb 2023 - 1st April 2024
Customer Service Associate
Handle US and UK customer queries via voice, email, and chat channels in a fast-paced international support environment.
Provide accurate information on tracking, delivery status, service options, delays, and exceptions.
Use CRM systems, ticketing tools to log, track, and resolve customer cases within defined SLAs.
Manage escalations professionally, ensuring first-contact resolution wherever possible.
Maintain high standards of data accuracy, compliance, and documentation.
Collaborate with internal teams (operations, hubs, and support functions) to resolve time-sensitive issues.

Education

- IIMT(Intellectual Institute of Management and Technology)** 2024
BBA (Bachelor of Business Administration)
- NIOS (National Institute of Open Schooling)** 2021
Senior Secondary Course

Skills

- Available for rotating shifts, weekends, and holiday coverage in 24x7 international BPO environments; consistent performance while meeting SLAs and quality metrics.
- Hands-on experience with CRM systems, GDS tools, ticketing platforms, chat/email support, and knowledge bases; quick adoption of AI-assisted CX tools and hybrid support models.
- Able to Maintain 100% Attendance Adherence
- Trained in customer service, complaint handling, escalation management, empathy-driven communication, and first-contact resolution

Interests

- Learning new communication techniques
- Participating in team activities and discussion.
- Exploring customer behaviour and service trends