

Mohammad Ahmed Khan

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EXECUTIVE SUMMARY

I have keen interest in Finance industry, comprehensive problem solving, technically sound, liberal and workaholic in nature, willingness to learn with strong work ethics and an enthusiastic person.

EDUCATION

- 2008 **Chetana's Hazarimal Somani College of Commerce & Economics**
 - Bachelors in Commerce

- 2005 **Chetana's Hazarimal Somani College of Commerce & Economics**
 - H.S.C.

- 2003 **M. P. Bhuta Sion School**
 - S.S.C.

WORK EXPERIENCE

Deputy Manager, IDFC First Bank

May 2023 – Present

- Responsible for driving quality engagements over call with customers by following industry best practices
- Ensure strict adherence to the bank policies and compliance
- Providing suggestion and feedback for process improvement.
- Responsible for creating a customer-focused approach for quick resolution of all queries and complaints to achieve NPS benchmarks.

Senior Associate, Tata Consultancy Services

December 2021 – March 2023

- Promoted as a Subject Matter Expert in 2 months of joining.
- Responsible for managing a team of 18 Customer Experience executives and sharing feedback on performance.
- Providing training on floor for new product and process.
- Meeting customer satisfaction index as measured through NPS surveys.
- Manage escalated customer calls with end-to-end resolution.
- Providing suggestion and feedback for process improvement.
- Attending meetings with Clients and taking participation in managing the process.

Manager, Kotak Mahindra Bank

November 2017 – April 2021

- Promoted as a Team Leader within 12 months of tenure.
- Responsible for managing a team of 15 Customer Experience Officers.
- Ensuring strict adherence to service and quality benchmarks.
- Meeting customer satisfaction index as measured through NPS surveys.
- Manage escalated customer calls with end-to-end resolution.

Assistant Manager, Indusind Bank

November 2015 – November 2017

- Managed new joiners who were new on production floor.
- Assisted new joiners to get certified for On Job Training (OJT).
- Work with middle-level management on customer service initiatives.

Assistant Manager, ICICI Bank

December 2011 – October 2015

- Handled issues escalated by NRI Customers at Nodal level.
- Provided feedback to Customer Experience Officers
- Provided suggestions to management for improving products and process.

Customer Service Executive, IBM

February 2011 – September 2011

- Handled issues related to VoIP and Set Top Box (STB) for customers in Dubai.
- Identified potential new customers and forwarded leads to management
- Provided First Time Resolution (FTR) for any issues and educated customers.

Customer Service Executive, First Source Limited

October 2009 – January 2011

- Handled issues for prepaid and postpaid customer for a leading telecom company.
- Promoted to Axis Bank process to resolve general queries of the Banking customers.

Practical Skills

- Microsoft Office, Salesforce CRM, Finacle, Vision Plus, Fresh Desk, DLMS.

PERSONAL INFORMATION

Date of Birth: 02/08/1987

Languages Knows: English, Hindi & Marathi.

Hobbies: Playing cricket and listening music.

Place :

Date :

Signature