

Esham Kazi

Customer Service Associate

CONTACT



Address:- Panchasheel apt
room no:-2 Ground floor, Opp
Jain Mandir, Near Mumbra
Police Station. (400612)



Phone 7021409509



Eshamkhan42@gmail.com

EDUCATION

2010
S.S.C

Angel paradise English High school

2013
H.S.C

Mumbra college of Science, Arts ,
and commerce college

PRO.SKILLS

- ♦ MS Excel
- ♦ DTP

Strengths

- ♦ Positive Attitude
- ♦ Disciplined
- ♦ Humble & Honest
- ♦ Avid for Learning
- ♦ Dedication

Declaration

The above information, to the
best of my knowledge, is
correct and true No

PROFILE

To serve organization with constant spirit, Motivation, while also taking up interesting and innovative task that places my career in the path of growth in the organization.

EXPERIENCE

- ♦ June 2022 - Present

Company Name | Accenture
CUSTOMER SERVICE ASSOCIATE (CHAT)

- ♦ May 2019 – June 2022

Company Name | Hexaware Technologies Limited
Senior Customer executive | (SPECIALIST)

NATURE OF WORK

Areas of work covered in M/S Accenture PVT LTD.

- . Resolving customer's queries over the chat related to their postpaid account.
- . Guiding with the basic troubleshooting steps for the technical problems.

Areas of work covered in M/S Hexaware Technologies Limited:

- ♦ Resolving customer queries on call
- ♦ Doing Emails as well as chat
- ♦ Handling new batches (Training) due to top performer every month till the entire journey.
- ♦ Conducting refreshers & Certifications
- ♦ Preparing Product Knowledge Test (PKT)

Personal Details

NAME	Esham Kazi
D.O.B	19/05/1997
LANGUAGES	ENGLISH/HINDI
MARITAL STATUS	MARRIED
GENDER	MALE
NATIONALITY	INDIAN

Additional Certifications

- DESKTOP PUBLISHING (PASSED WITH FIRST CLASS).
- ENGLISH TYPING 40 WPM 96% ACCURACY.

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- OBTAINED CERTIFICATE IN SCHOOL FOR BEST PERFORMANCE IN CRICKET
 - OBTAINED BEST PERFORMER OF THE MONTH AWARD IN HEXAWARE TECHNOLOGIES
 - OBTAINED BEST PERFORMER OF THE MONTH AWARD IN ACCENTURE PVT LTD.