

AijazAhmad

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#### CAREER OBJECTIVE

Seeking a challenging career with a progressive organization which will utilize my skills, abilities and education, to obtain a position will enable me to utilize my designer skills, educational background, and ability to work well with people.

#### RESUME SUMMARY

- » 6 Month experience in BPO (Vodafone)
- » Intermediate with Commerce from U.P. Board in 2014

#### EXPERIENCE SUMMARY

1. Working as a Tele caller in Adroit Synergies Pvt. Ltd.
2. Worked as a Tele caller of Vodafone Service.

#### Responsibilities included:

- » Provided efficient customer service, addressing inquiries, and resolving issues related to
- » Vodafone products and services.
- » Managed high volumes of inbound and outbound calls with professionalism.
- » Maintained customer satisfaction by adhering to company protocols and quality standards.
- » Documented customer interactions and updated CRM systems accurately.
- » Proactively followed up with customers to ensure their concerns were fully addressed and resolved.

- ☐ Worked collaboratively with team members and supervisors to meet department objectives and improve service processes.
- ☐ Participated in training sessions to enhance product knowledge and improve service delivery.

**Educational Qualification:**

1. Intermediate with Commerce from U.P. Board in 2014
2. Matriculation with Math, Biology, Science, English from U.P. Board in 2012

**Extra-Curricular Activities:**

1. Learning new things in Graphic Designing & Coding.

**Personal Details:**

Father's name	- Mohd. Zameer Ahmad
Date of Birth	- 20 May 1996
Gender	- Male
Marital Status	- Un Married
Permanent Address	- Kareli Allahabad
Nationality	- Indian
Hobbies	- Travelling, Playing Cricket, learning new design trends & listening music
Strengths	- Punctuality & Hardworking
Nationality	- Indian
Languages Known	- English, Hindi, Urdu

I hereby declare that all the details & particulars furnished above are correct to my knowledge. I am also confident in my ability to work in a team.

Date .... / ..... / .....

Place .....

(Aijaz Ahmad)