



KANEEZ E AMAR FATHIMA

SUPPORT EXECUTIVE

CONTACT

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OBJECTIVE

Dedicated professional with 9 years of experience in customer service and operations seeking to leverage proven communication and problem-solving skills to enhance customer satisfaction and drive operational efficiency

RELEVANT SKILLS

- Flexible with work/shift timings and overtime as the need arises
- Experienced in dealing with international customers
- Experienced in Microsoft Office Suite
- Can manage work with minimal supervision
- Self-starter and proactive in all tasks and responsibilities
- Experience in team management

EDUCATION HISTORY



B.Com

Himalayan Garhwal University

Year of Graduation: 2021

WORK EXPERIENCE

Sales Executive, Transvisionary Pvt Ltd - March 2009 - May 2010

- Specialized in sales of automobile spare parts for a US-based process
- Sales were conducted over calls and emails
- Managed data entry for the process and ensured timely delivery

Senior Customer Support Executive, First Source Pvt Ltd

Jun 2010 - Oct 2011

- Managed customer complaints for broadband and home telephone process (UK) via telephonic and emails
- Responsible for upskilling new hires and teaching them the process
- Coordinated with onshore teams in the UK and managed escalations
- Managed trouble ticketing and follow-ups with clients and customers



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LANGUAGES KNOWN

- English
- Hindi
- Kannada
- Urdu Speaking

Office Assistant, Insight Academy - Jun 2022 - Present

- *Manage day-to-day office operations including scheduling, correspondence, and filing*
- *Maintain office supplies inventory and place orders as necessary*
- *Support various departments with administrative tasks as needed*
- *Conducted data entry and updated databases*
- *Handled all students Admissions,*
- *Managed Transport and PR*
- *Handled Escalations from parents*