

# Aziz Khalifa

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Handled inbound and outbound calls to assist customers with queries and resolve issues efficiently.  
Promoted products/services and achieved sales targets while maintaining high customer satisfaction

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## Professional Experience

**McDonald's** 12/19 - 03/22

### Crew Trainer

- Trained new staff on procedures and customer service standards
- Led team during shifts for smooth operations
- Enforced quality, safety, and cleanliness standards
- Offered feedback for team performance improvement
- Assisted management with daily store tasks

**IDBI Intech** 04/22 - 03/23

### Customer Service Executive

- Maintained accurate customer accounts by updating and recording essential account information.
- Resolved product and service issues by identifying customer concerns, analyzing the root cause, and implementing effective solutions.
- Provided clear explanations and timely resolutions, ensuring customer satisfaction and loyalty.
- Followed up on cases to confirm issue resolution and enhance the overall customer experience.

**Au Small Finance Bank** 06/23 - 05/24

### Senior Sales Executive

- Assisted and persuaded customers to open savings accounts through a seamless virtual onboarding process, including form filling and video KYC.
- Promoted and cross-sold banking products such as Fixed Deposits and Recurring Deposits to enhance customer value and product penetration.
- Successfully piloted two key processes: Employee Salary Account onboarding and existing customer Savings Account upgrades, contributing to process improvement and scalability.
- Demonstrated strong communication, sales, and customer relationship skills in a digital banking environment.

**Cartrade Tech** 06/24 - 04/25

### Operations Executive

- Conducted outbound calls for Kotak Mahindra Bank's car and two-wheeler loan process, qualifying quality leads and routing them to Relationship Managers (RMs) across India for loan disbursement.
- Promoted to SPOC for IDFC First Bank, managing loan business development for Bikewale's two-wheeler loan segment.
- Successfully drove disbursements of ₹5 Lakhs in February and ₹22 Lakhs in March for the Mumbai region, demonstrating strong sales, coordination, and client relationship skills.

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- Played a key role in bridging customers, dealers, and bank stakeholders to ensure smooth loan processing and increased conversions.

## Education

<b>St Joseph's High School</b>	<b>06/05 - 05/16</b>
<b>SSC - 53.60%</b>	
<b>Changu Kana Thakur Junior College</b>	<b>07/16 - 05/18</b>
<b>HSC - 44.43%</b>	
<b>National institute of technology and management studies</b>	<b>06/18 - 05/21</b>
<b>Bachelors Of Computer Science - 74.57%</b>	

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## Key Skills

- CRM tools (e.g., Salesforce)
- Call handling (inbound/outbound)
- Data entry and documentation
- Active listening
- Customer relationship management
- Conflict resolution
- Empathy and patience
- Problem-solving
- Adaptability
- Team collaboration
- Time management
- Multitasking

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## Interests

- Watching Movies
- Listening Music