

FARID KHAN

Contact

Address : A 803,Orchid,Gundecha,Thakur Village,
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Position:

Senior Customer Service Representative

Academic Qualification

Education Bachelors of Commerce (Major in Accounting
Business Commerce & Economics) , Mumbai, India.

Skills

Finance, Administration, Materials Coordination & Logistics.

Typing Skills

Typing speed of 40 wpm

Experience:

Currently working: Tele performance Ltd
Mumbai, India (from March-2021)

Position : Sr. Customer Service Agent – PayPal

Inbound contact center with 3 different queues

Duties and Responsibilities:

Working for non-voice inbound contact center. Review, analyze and make accurate decision to resolve cases of PayPal related to Seller Accounts on PayPal. Mitigate risk of fraud and apply limitations on the accounts. Holistic review of accounts based on the 4 pillars of identity, intention, Business Model and Financial stability to achieve results of precise decision making. Check invoices, transactions, KYC documents etc. and update customer account

Worked at : **Tele performance Ltd**
Mumbai, India (from Aug-2020 to Feb 2021)

Position : Sr. Customer Service Agent for Malomatia
(Qatar Health insurance process)

Duties and Responsibilities:

Inbound Voice contact center with 4 different queues

Medical Appointments

Make booking and appointment for patients on the phone. Amend booking, log complaints and provide excellent customer service. Check and renew Health cards and update customer records on system.

Residence entry permits

Assist customers and resolve their queries. Provide them with steps and procedures to be followed to apply for entry permits. Check and update customers with their entry permit status.

Ehteraaz App

Provide technical assistance to customers to set up their Mobile applications. Assist them in troubleshooting and resolving their queries.

Covid Hotline

Attend calls from customers and advising them of correct procedures to follow. Arrange for emergency ambulance pick/up in case where customers request for it.

**Tele performance Ltd, -Barclays Process - Intelenet, UK Digital
Servicing– December 2015 to April 2020**

Duties and Responsibilities:

Worked for voice based inbound contact center. Attending calls from Barclays UK customers to resolve their queries and doubts regarding their Bank Accounts, transactions, online banking access, Credit cards and other Barclay's products and resources. Update records of Barclay's customers by using 6 different applications on system. Process payments of customers and provide technical aid and assistance to them in order to provide access to their online banking accounts and Barclay's App.