

**CURRICULUM VITAE**

***P****ersonal* ***D****etails*

Name : Khan Hafiz Wazir Mohd.

Date of Birth : 31st July 1984.

Gender : Male.

Marital Status : Single.

Religion : Islam.

Nationality : Indian.

Languages Known : English, Urdu and Hindi.

Passport No. : F 3362746.

Visa Status : Visit Visa.

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***C****ore* ***E****xpertise*

* Managing customer centric operations & ensuring customer satisfaction by achieving delivery & service quality norms.
* Ensuring that highest service standards are maintained for serving clients in minimal time.
* Dealing with the queries of the customers and making sure to provide customer satisfaction

***E****ducational* ***Q****ualification*

* Passed Secondary School Certificate from Mumbai Board. **(2000-2001)**
* Passed Higher Secondary Certificate from Mumbai Board**. (2002-2003)**

***A****dditional* ***C****urricular* ***Q****ualification*

Certified course in MS – Office (Word, Excel and PowerPoint) from A-Tech Computer Institute.

***W****ork* ***E****xperience*

Worked as a Senior Customer Service Associate for **WNS** **Global** **Services** for Virgin Atlantic Airlines UK process (2008-2009).

***D****uties &* ***R****esponsibilities:*

* Handling queries of the passenger.
* Dealing with existing reservations & also make new reservations.
* Regular update to the customer about new services launched.

Worked as a Customer Relationship Officer for **WIPRO BPO** for capital one Credit Card US process (2007-2008).

***D****uties &* ***R****esponsibilities:*

* Acquiring new acquisition and seeking referrals from existing clients.
* Cross-selling **WIPRO** products & services to existing clients.
* Doing upselling for existing credit card holders.

Worked as a Customer Service Executive in **Synergy Relationship Management** **Services Private Ltd**. for 2 years and 3 months (2005-2007).

***D****uties &* ***R****esponsibilities:*

* Handeling customer complaints and executing sollutions to them.
* Credit card sales and personal loans sales on behalf of HSBC bank.
* Online selling of products on website on behalf of ebay.com.
* Dealing with wholesellers & retailers intrested in selling online.
* Regular update to the customers about new services launched.
* Handling arrival of new packages for the customers.

**(Hafiz Khan)**