

MUEEN AHMED

36/138 Telipada Lohamnadi Agra

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CAREER OBJECTIVE:-

- I seek challenging opportunities where I can fully use my skill for the success of the organization dedication and experience customer service in BPO.

QUALIFICATION:-

10th	UP BOARD	2016
12th	UP BOARD	2018
BACHELORS OF ARTS	DR. BHIM RAO AMBEDKAR UNIVERSITY AGRA	2021
POST GRADUATED IN DIPLOMA OF JOURNALISM	DR. BHIM RAO AMBEDKAR UNIVERSITY AGRA	2024

AREARS OF EXPERTISE:-

OPERATIONS&QUALITY:-

- Managing customer service operations for rendering and achieving quality services;

Providing first line customer support by answering queries and resolving their issues.

Strong commitment to completion and delivery. The ability to work well under pressure.

WORK EXPERIENCE:-

- 3+ year of experience as QUALITY ANALYST in BPO Industry.

ROLES & RESPONSIBILITIES:-

- Monitoring the recorded calls of agent & giving the feedback

- Doing SBS (Side by Side) of new agent.

- :- Doing final certification of new trainees.
- :- Generating the Quality reports in daily, weekly & monthly basis for inbound & Back office (TT).
- :- Conducting the briefing related to new product & calls quality evaluation sheet.
- :- Arranging the calls calibration session with the clients.
- :- Conduct the training for the support staff for the new product & process.
- :- Doing dipsticks, short calls analysis & repeat call analysis.
- :- Conducting training for the bottom performers.
- :- Generating and updating ideas through AIM portals.

STRENGTH:-

- :- Belief in teamwork
- :- Belief in Hard working
- :- Highly punctual

EXTRA QUALIFICATION:-

- :- Basic knowledge of computer applications.
- :- MS Word
- :- MS Excel

SKILLS:-

- :- Good communication skills in Hindi & English, Self decision making, problem resolving, quality checker.

PERSONAL DETAILS:-

- :- Date of birth : 03/03/2001
- :- Marital status: Single
- :- Nationality : Indian
- :- Gender : Male

DECLARATION:-

: -Based on the information about the values of your organization, I believe my knowledge and skills which are acquired through a good academic and practical training over a period of time, could be beneficial for your organization. At the same time it will help me to start a promising career. I am looking forward to your reply and professional advice. I declare that the statement made above is true of best of my knowledge and belief.

DATE:- 10-10-2024

(MUEEN AHMED)