

Jaid Khan

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Result-oriented Customer Service Professional with around 4 years of experience in BPO, E-Commerce, & Industrial Training. Demonstrates exceptional analytical and learning capabilities, complimented by excellent communication and customer relationship management skills.

Work Experience:

January'25 - Present | Cogmex Technologies

Designation: Advisor

Project – U.K process financial advisor

- Conduct outbound calls to prospective and existing customers to promote financial products
- Use pre-approved scripts and product knowledge to explain features, benefits, interest rates, and eligibility criteria in compliance with UK regulations.
- Capture customer interest, answer initial queries, and guide them through the basic application or pre-qualification process.
- Handle objection management and build rapport to influence customer decisions while maintaining professionalism.
- Accurately record customer responses, call outcomes, and follow-up notes in ticketing systems
- Ensure all outreach activities comply with telemarketing regulations like the Telephone Consumer Protection Act (TCPA) in the US or UK GDPR and TPS guidelines.
- Achieve daily/weekly targets for sales calls, conversions, lead generation, and appointments set for financial consultants.
- Work closely with the quality assurance team to refine pitch techniques and improve call effectiveness.

April'24 - December'24 | NIFTEL Communication

Designation: Advisor

Project – U.S. Process financial advisor

- Conduct outbound calls to existing and potential customers, promoting suitable financial products in accordance with campaign guidelines.
- Engage customers in informative and persuasive conversations to understand needs and offer appropriate solutions.
- Address initial objections tactfully and identify opportunities to progress the conversation towards a positive outcome.
- Record all interactions and lead details accurately in the Ticketing platform, ensuring data are up-to-date and compliant.
- Operate within regulatory boundaries set by the Financial Conduct Authority (FCA) and adhere to GDPR and TPS requirements.
- Consistently meet or exceed daily performance benchmarks including contact rate, conversions, and follow-up commitments.
- Attend regular briefings, refresher sessions, and team huddles to remain aligned with product updates and compliance expectations.
- Transfer warm or partially interested leads to senior team members or relevant departments for further handling.

December'21 - April'23 | Startek

Designation: Operations Executive

Project – Flipkart& Shopee E-Commerce

- Handle inbound and outbound customer interactions via calls, emails, and chats for order tracking, returns, refunds, cancellations, and general inquiries.
- Record and update customer queries accurately in the CRM system and ensure timely ticket closures.
- Provide real-time support for delivery delays, item not received (INR), damaged products, and exchange requests.
- Educate customers on Business policies, app usage, and order workflows in a clear and professional manner.
- Escalate unresolved or high-priority issues to L2 or team leads with complete documentation.
- Maintain high First Call Resolution (FCR) rates, adhere to Average Handling Time (AHT), and meet daily productivity targets.
- Participate in refresher trainings and team huddles to stay updated on process changes and offers.
- Ensure compliance with data protection, privacy policies, and internal quality standards.
- Manage escalated customer issues from L1 agents related to delivery failures, payment disputes, fraud checks, and policy exceptions.
- Liaise with internal teams (logistics, seller support, finance) to investigate and resolve complex queries.
- Analyze customer complaints to identify root causes, trends, and potential process improvement areas.
- Take ownership of critical cases (e.g., VIP customers, social media escalations, legal queries) ensuring end-to-end resolution.
- Update knowledge base and support documentation based on recurring cases and policy updates.
- Conduct quality audits of L1 responses and provide feedback to ensure consistency and accuracy.
- Support daily operations reporting and provide insights to supervisors or team leads for performance tracking.
- Coordinate with tech support for any system or tool issues affecting customer resolution.
- Assist in training and mentoring L1 team members for performance improvement.

December'18–March'20 | Intecco Technical Services

Designation: Customer Relationship Co-ordinator

Project: Skill Development, Bihar Government

- Coordinating with Government Officials for Execution of the Project.
- Coordinating with Skilled Professionals for delivering sessions in different organizations.
- Maintained database of completed Tasks.
- Worked on maintaining Daily Progress Report and publishing to Executive Level.

Skills:

- **Customer Relationship Management (CRM):** Proficient in handling customer queries, complaints, and feedback through phone, email, and chat with empathy and professionalism.
- **Retail Customer Support:** Hands-on experience in resolving product-related issues, order tracking, return/exchange processing, and logistics coordination in high-volume environments.
- **Financial Services Support:** Skilled in handling queries related to billing, account statements, transactions, refunds, and financial product information with confidentiality and accuracy.
- **Conflict Resolution:** Expertise in de-escalating complaints, providing timely resolutions, and maintaining high customer satisfaction ratings.
- **Tools & Systems:** Familiar with customer support tools like Freshdesk, Zendesk, Salesforce, and in-house CRMs used in retail and finance domains.

- **Communication Skills:** Strong verbal and written communication with the ability to adapt tone based on the customer's profile and situation.
- **Multi-Process Handling:** Experienced in switching between diverse industry workflows and delivering consistent performance across domains.
- **Time Management & Productivity:** Proven ability to meet KPIs like AHT, CSAT, FCR, and quality scores within dynamic and target-driven environments.
- **Team Collaboration:** Works effectively in team settings and cross-functional environments to support training, quality, and operational goals.
- **Adaptability & Learning:** Quick learner with the ability to adapt to new tools, processes, and customer behavior across industries.

Education:

B. Tech (I.T.) 2013 with 61.66% marks from A.K.T.U, Lucknow.

Intermediate in 2007 with 61.6% from U.P. Board.

High School in 2005 with 72.6% from U.P. Board

Personal Information:

Father's Name: (Late) Mr. Javed Ahmed Khan

Current Location: Lucknow, Uttar Pradesh

(Jaid Khan)