

IRSHAD KHAN

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Customer Support Executive

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SUMMARY

Reliable and customer-focused Senior Executive with over 4 years of experience delivering high-quality customer support. Proven ability to resolve client issues, improve support processes, and ensure satisfaction. Adept at handling inquiries across various communication channels, coordinating with teams, and enhancing service efficiency. Recognized for maintaining professionalism, empathy, and a positive demeanor in high-pressure environments.

EDUCATION

Sainath Memorial H. Secondary School

12th - Science Stream | 2016

Sainath Memorial H. Secondary School

10th | 2014

SKILLS

- Customer Relationship Management (CRM)
- Conflict Resolution & Problem Solving
- Communication & Active Listening
- MS Excel & Data Handling
- Team Coordination
- Adaptability & Time Management
- Leadership & Peer Coaching

KEY STRENGTHS

- Strong interpersonal and multitasking skills
- Self-motivated and proactive
- Quick learner with attention to detail
- Works well under pressure and meets deadlines

PROFESSIONAL EXPERIENCE

Senior Customer Care Executive

TaskUs | 2021 - 2025

- Primary contact for riders, customers, and restaurant partners.
- Addressed payment, insurance, and operational inquiries.
- Enhanced customer satisfaction through proactive support.
- Collaborated with internal teams to improve rider services.
- Achieved service quality benchmarks and call performance targets

Customer Support Executive

Teleperformance | 2020 - 2021

- Resolved complaints by identifying root causes and providing solutions.
- Maintained records using CRM systems.
- Followed up to ensure issue resolution and customer satisfaction.
- Offered feedback to improve support workflows.

LANGUAGES

- English
- Hindi
- Urdu