

RESUME

MOHAMMAD ZAID QURESHI

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Bhopal, MP

Open to Remote/Hybrid

SUMMARY

Customer Service Associate with 3+ years of high-volume chat, voice, and email support across e-commerce brands. Consistently maintains strong CSAT while meeting quality and productivity targets. Skilled in empathy, de-escalation, clear written communication, and rapid adoption of new tools and SOPs.

CORE SKILLS

- Live chat support | Email support | Inbound voice | Outbound follow-ups
- Issue resolution | De-escalation | Troubleshooting | Order processing
- First-contact resolution | SLA adherence | QA compliance | CSAT focus
- AHT management | Time management | Team collaboration

TOOLS

Salesforce | Microsoft Word | Microsoft Excel | Microsoft Outlook | Email & chat platforms | CRM/ticketing workflows

LANGUAGES

English | Hindi

PROFESSIONAL EXPERIENCE

Customer Service Associate (Remote)

Amazon | Work From Home | Jul 2024 - Present

- Handle international customer queries via chat and email in Amazon systems, sustaining high CSAT and brand loyalty.
- Meet or exceed quality audits and productivity SLAs while managing high volumes.
- Reduce repeat contacts through accurate case documentation and SOP adherence.

Customer Service Associate

Startek | Bhopal, MP | May 2023 - Jun 2024

- Managed Flipkart outbound follow-ups to confirm resolution and strengthen close-the-loop outcomes.
- Delivered professional phone/email support with thorough CRM documentation.
- Applied empathy and de-escalation to maintain brand trust during escalations.

Customer Service Associate

Technotask Business Solution | Bhopal, MP | Jun 2022 - May 2023

- Resolved Meesho inbound voice issues across orders, deliveries, and returns with policy-aligned solutions.
- Tracked interactions in CRM for continuity and accuracy.
- Adapted quickly to new products and evolving service policies.

EDUCATION

Bachelor of Commerce (B.Com)
Barkatullah University, Bhopal, MP | 2019

ADDITIONAL INFORMATION

Work Modes: Remote, Hybrid, On-site
International customer handling; Shift flexibility

DATE:-

NAME:-

