

RESUME

SULTAN ALI

Contact No: - 9760529664

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Address :-

HN20, Street number 2 Near Mother Teresa School Pavan Vihar Coloney -Noida Sector 62)

CAREER OBJECTIVE:-

- To pursue a career in the organization with a strong motivation and sheer hard work and to sincerely contribute for the overall growth. At the organization at the same time I want to be a constant learner to upgrade my knowledge base in synch with the organization.
- Experienced Customer Service Representative with 32 Months in the industry. Skilled in resolving customer inquiries, providing product knowledge, and offering exceptional Services. Self-motivated, hardworking and goal-oriented with a high degree of flexibility, creativity, resourcefulness, commitment and optimism.
- Ability to coordinate with different people at one time under difficult situations and the ability to bring out the best in others while creating a healthy and friendly work environment.

EDUCATIONAL QUALIFICATION:-

- ❖ 10th Passed from U.P Board in 2010 (C.A.S. Inter Collage Faridpur Bareilly)
- ❖ 12th Passed from U.P Board in 2012. (C.A.S. Inter Collage Faridpur Bareilly)
- ❖ B.sc(Ag) Passed from Dr. BRAU Agra.(Dr. Bhim Rao Ambedkar University Agra)

SKILLS:-

- Inquiry Resolution: Handling complex insurance-related inquiries.
- Policy Management: New policy issuance and updates.
- Data Management: Managing and updating policyholder information.
- Client Satisfaction: Ensuring high client satisfaction.
- Collaboration: Effective in both team and independent work.
- Task Efficiency: Completing tasks accurately and on time.

❖ PROFESSIONAL EXPERIENCE:-

➤ **EXL SERVICES SEZ BPO SOLUTION PVT. LTD. / NOIDA**

(Jan 2023 To Jul 2024)

❖ **Job Profile:- (Customer Service Executive)**

- **Respond to Customer Inquiries:** Address customer inquiries by reviewing past communications, gathering information, and ensuring understanding. Handle questions about Insurance Premium Audit, Verification, Complex Changes, and work with the Agency team for agent commission checks.
- **Life Insurance Associate:** Support daily operations in the Life Insurance department, assisting clients and ensuring policies are processed accurately and on time.
- **New Issues & Policy Changes:** Process new policy issues and maintain existing policy changes, ensuring all updates meet company standards.
- **Name, Address, and Beneficiary Changes:** Handle requests for name, address, and beneficiary changes, verifying details and updating records.
- **Client Satisfaction & Productivity:** Maintain high client satisfaction and productivity by meeting service goals and processing requests efficiently.

➤ **TECH MAHINDRA LTD. / NOIDA**

(May 2019 to Jun 2020)

❖ **Job Profile:- (Customer Support Associate)**

- **Product Related:-** Assisted customers with product questions and inquires in a professional manner.
- **Payment Related:-** Processed transactions quickly and efficiently resolve the payment query and related payment refund.
- **Connect With Customer:-** 50+ calls per day from unsatisfied customers, resolved the query in a professional manners.
- **MS Office Expertise:-** Utilized MS Excel for data analysis, reporting, and reconciliation; prepared professional documents in MS Word; and managed communication and scheduling through MS Outlook.

PERSONAL DETAILS:-

❖ Father's Name	:	AKBAR ALI
❖ Date of Birth	:	05/08/1993
❖ Marital Status	:	Married
❖ Nationality	:	Indian
❖ Gender	:	Male
❖ Language Known	:	Hindi,English.
❖ Permanenet Address	:	Vill Malhpur, Po Faiznagar, Teh Faridpur
❖		District Bareilly (UP) PIN Code- 243503

HOBBIES:-

- ❖ Group Discussion, Interacting with new people
- ❖ Listening Music,
- ❖ Tour and Travels explore new places.
- ❖ Involve in Social Activity.

- ❖ Declaration:-I hereby declare that all the above mentioned statement are true and correct to the best of my knowledge and belief.

Date:
Place:

Signature
(SULTAN ALI)