MOHAMMED FARZAAN

PRODUCT DESIGNER

House No 3-16/3/B, Westside Grammar School Lane, Near Andani Hospital, Narsingi., Hyderabad, 500075, India

07981267627

mrfarzaan@gmail.com

EDUCATION

BACHELOR OF ENGINEERING
Vardhaman College of Engineering / 2021

INTERMEDIATE, MATHEMATICS PHYSICS AND CHEMISTRY
Sri Gayatri Junior College / 2014

HIGH SCHOOL DIPLOMA
Brilliant Grammar High School / 2012

MIDDLE SCHOOL DIPLOMA
Sister Nivedita School / 2008

COURSE

PRODUCT DESIGNING SCHOOL OF ACCELERATED LEARNING
FEB 2024

SKILLS

PROTOTYPING

UI

UX

FIGMA, ADOBE XD, MIRO, PHOTOSHOP

TROUBLESHOOTING

E-COMMERCE

RISK MANAGEMENT

MICROSOFT 365

JIRA

PROBLEM SOLVING

CUSTOMER SERVICE

TECHNICAL SUPPORT

WEB SERVICES

CUSTOMER SUCCESS

CUSTOMER EXPERIENCE

ABOUT ME

With a Bachelor of Engineering in Computer Science and a basic foundation in C++/Java/Python, I have a robust technical background that fuels my passion for Product Design. I am proficient in design tools like Figma, Miro, Adobe XD, etc leveraging them to create visually appealing and functional interfaces. I've worked as a CSM at Keka HR, a Senior Associate at Google, a Senior Technical Support Technician at Dell and a D2AS Associate at Amazon, where I solved complex problems, delivered high-quality service, and mentored other team members. My goal is to craft impactful user experiences and design user-centric products.

WORK EXPERIENCE

KEKA HR
May 2023 - Sep 2023

Customer Success Manager

Key Achievements: • Championed client needs internally, resulting in product enhancements that directly addressed user pain points and enhanced overall satisfaction. • Led seamless onboarding processes, ensuring clients fully leverage Keka's capabilities from day one. • Provided strategic insights to clients on optimizing HR processes, fostering a long-term partnership and mutual success. **Responsibilities:** • Orchestrated smooth onboarding experiences, ensuring clients unlock the full potential of Keka's HRMS suite. • Conducted in-depth training sessions, empowering users to navigate and utilize the platform efficiently. • Developed strong relationships with key stakeholders, proactively addressing concerns and ensuring ongoing client satisfaction. • Swiftly addressed and resolved client queries, ensuring minimal disruption to their HR operations. • Collaborated with cross-functional teams to relay client feedback, contributing to ongoing product enhancements.

GOOGLE OPERATIONS CENTER
Oct 2022 - Jan 2023

Tech Process Senior Associate

• Assisted clients in implementing codes for successful set up of Google's digital marketing products.
• Provided guidance and assistance on pre-defined and documented Google Tag Implementation techniques.
• Communicated with advertisers/webmasters and helped resolve errors in their feed.
• Delivered high-quality service, exceeding client expectations and quality scoring measures.

DELL TECHNOLOGIES
Feb 2022 - Sep 2022

Senior Technical Support Technician

• Worked with highly skilled technical advisors to develop and deliver solutions that enabled customers to maximize returns on IT investments, drive efficiencies, and reduce costs.
• Solved complex problems for customers and exhibited first-class customer service.
• Partnered closely with customers while communicating proactively regarding overall progress of queries.
• Drove operational excellence through quality closures and efficient management of issues.
• Mentored and coached other team members.

AMAZON
Jul 2019 - Jan 2022

Digital, Devices and Alexa Specialist

• Understood customer requirements to provide appropriate clarifications and solutions, contributing ideas to resolve customer problems to improve productivity.
• Perfomed troubleshooting for customer issues related to Amazon services and devices by using specific tools and problem-solving skills.
• Went out of the way to help customers and ensure their satisfaction.

LINKS

Linkedin:
https://www.linkedin.com/in/mohammed-farzaan-baa9a8125

Behance Portfolio:
https://www.behance.net/farzaanmohammed

LANGUAGES

ENGLISH

HINDI

URDU

TELUGU