



Madeeha Moin Khan

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Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Experience

- Imperial International School** 09/07/2018 - 11/04/2019
Teacher
Subject Teacher of English in Imperial International CBSE school.
- TechMahindra** 16/07/2020 - 18/02/2021
CCA
In TechMahindra Chandigarh I worked as a CCA L-1(Voice Support) in Flipkart process.
Responsibilities:
 - Listening to customers' concerns and handling complaints and returns
 - Giving detailed explanations of services or products.
 - Patience, empathy and professionalism
 - Good problem-solving and decision-making capabilities.
- HGS Bangalore** 14/07/2021 - 07/04/2022
Senior CSA
Worked as a Senior CSA for Flipkart L-2 and L-3 (Voice Support)
Project: Seller Fraud.
 - Effective time management, prioritization and multitasking skills
 - Ability to work in a team setting
 - In-depth understanding of the company's policies and investigate in detail record of Seller if found suspicious then highlight it to the relevant department.
- Cognizant Technology & Solutions** 28/04/2022 - Till now
Senior process executive data
Currently Working in Cognizant Technology as a senior process executive data for international backend process Sysco Next-gen.
Responsibilities:
 - I am handling a team of 21 process executives working as SME.
 - I ensure to complete every task with respect to SLA and make sure the process is properly followed by agents.
 - I am clearing all doubts of my teammates.
 - Efficiently Process a predefined number of transactions as assigned with the highest level of accuracy as agreed upon by the client.
 - Provide the highest level of customer satisfaction.
 - Strive to understand and resolve issues/queries at the first instant.
 - Maintain the business controls as per the requirement.
 - Articulate/ communicate in a manner which is understood by clients/end users.
 - Connect & provide the highest level of satisfaction to the customer.
 - Generate client-specified reports relating to operations.

- Respond to data requests and other inquiries from the client.

Education

- **RGPV Bhopal** 2018
BE
A
- **MPEBoard** 2013
Higher Secondary
70%

Skills

- Excellent communication skills.
- Quick learner
- Problem solving skills
- Customer centric
- Goal oriented
- Leadership Quality
- Confident about work
- High productivity

Interests

- Singing, dancing

Languages

- English
- Hindi
- Urdu