

MOHD FAHEEM

Technical Support Assistant & Customer Service
Representative

📍 Wazeerbagh, Lucknow , Lucknow, 226003, India

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+ ABOUT ME

Technical Support Assistant and Customer Service Representative with 7 years of experience. Expert in customer service, problem solving and skilled in leading teams. achieving key performance indicators and providing good customer service to seek positive feedback. Currently seeking an exciting career opportunity in the UAE to thrive in a conducive environment and further develop both personally and professionally.

+ SKILLS

Troubleshooting Skills

Efficient Problem-Solving

Good Listener

Team Handling

Can Work Effectively In Team, As Well As Individually

Highly Responsible And Reliable

Customer Communication

Customer Service Orientation

+ WORK EXPERIENCE

- **TVS Electronics** JUN 2022 - FEB 2023
Delhi
TECHNICAL SUPPORT ASSISTANT
 - Handling all technical related issues of Mobiles, IoT products, Laptop, Smart TV and providing solutions with the help of Technical Team Area Service Manager
 - Monitoring Technical KPIs (RR,MB,TP CPC) Process Adherence
 - Preparing KPI report for weekly review with technical team service centre team
 - Maintaining ASC/TSC Manpower Details Time To Time Add And Remove From XMS LMS Portal As Activity
 - Circulating Technical advisories and process guidelines
 - Monitoring of engineer productivity, spare consumption and customer satisfaction.
 - Monitoring Open's And Pending Calls
 - Monitoring EWP Sample Collection Raising New Product Issue With Technical Team For Getting Solution Before Impacting Our KPI's
 - Monitoring of weekly/monthly examinations of ASC Engineers and CCOs
 - Monthly Visit surprise audit of service centres on Process adherence,
 - Technical and Product awareness, ESD compliance etc.
- **Oppo Mobiles** SEP 2021 - MAY 2022
Lucknow
SENIOR SERVICE ENGINEER & CUSTOMER SERVICE REPRESENTATIVE
 - Handling Technical and Software related complaints of all Mobiles.
 - Monitoring daily customers visits and customers issues
 - Monitoring daily open calls and taking appropriate action to close them
 - Interacting with customers during escalations about high ageing calls
 - Guiding technicians about new service advisories
 - Sharing Logs/Bug reports to technical team for analysis
 - Checking DOA DAP cases and taking approvals from technical team
 - Quality check of mobiles before deliver to customer's

Professional Manner

+ LANGUAGES

Hindi

English

+ LINKS

LinkedIn

<https://www.linkedin.com/in/mohd-faheem-582838122>

+ PERSONAL DETAILS

Date of birth

03-01-1993

Nationality

Indian

Visa status

Approved

Marital status

Single

+ HOBBIES

- Photography , Reading ,
Cooking , Travailing

- Ayesha Electronics

OCT 2020 - FEB 2021

Barabanki

SERVICE CENTRE IN-CHARGE

- Managing Multi-brand Customer Service
- Pending calls analysis, Action to reduce pending calls on the basis of SLA in co-ordination with Help-desk and Team.
- Connecting with customers to understand their satisfaction level and service experience
- Handling Daily Payment Collection , Parts Management

- Lenovo Mototorla Mobiles

AUG 2015 - JAN 2020

Lucknow

SERVICE ENGINEER

- Handling hardware and software related complaints of all mobiles.
- Handling exceptional cases and resolving customer queries
- Using CRM for parts order
- Using CRM for call closer
- Writing IMEI no. In mobiles
- Updating Latest software on mobile's
- Quality check of mobiles before deliver to customer's

+ EDUCATION

- Kanpur University

2019

Kanpur

BACHELOR OF ARTS

- U.P. Board

2016

INTERMEDIATE

- U.P. Board

2014

HIGH SCHOOL DIPLOMA