Mohammad Khaja Fakhruddin

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# Summary

Experienced with a demonstrated history of working in the information technology and services industry. Strong information technology professional skilled in Technical Support, Customer Relationship Management (CRM), and Troubleshooting.

# Experience

## Process Developer

### Genpact Pvt Ltd

Feb 2020 - Present (4years and 1 month)

## Subject Matter Expert &Acting MT(Management Trainee)

### Genpact

Sep 2022 – Present (1 year and 5 months)

Working with Genpact India as a process developer into operations and as an SME (Subject Matter Expert )

* Managing teams into (Voice & Non-Voice), for a Market leading Client.
* Conducting Weekly WPEP (Weekly Performance Enhancement Plan) and providing effective feedback.
* Working directly with the Knowledge Metric Analysts to improve metrics and performance
* Attend client calls to understand the changes & discussing challenges and finding solutions
* Arranging and analyzing data to identify key areas to improve customer satisfaction
* Attend Leadership training for self-development and knowledge enhancement
* Weekly & Monthly Review about the team performance
* Successfully launched 2 pilot projects from base lining to process live end to end.
* Spear head in effectively influence and communicate cross-functionally with all levels of management.
* Handling Compliance, Quality, C-SAT, AHT, CPD, RR, SRR and Productivity for the team.

## Investor Relation Office

### Karvy Fintech Private Limited

May 2017- Oct 2019 (2 year 6 months)

Worked as a Senior Customer Support Executive for a leading mutual fund industry client and below is the job description.

* Handling e-mail queue for the process and checking the closure status within timeframe decided by the client.
* Attend client calls to understand the changes in the product and discuss challenges.
* Part of Ideation process and successfully completed a project on CRM to drive the e-mail queues
* Handling escalation e-mails and closing it on timely basis.

## Customer Service Executive

### Magus Customer Dialog Private Limited.

Sep 2016 – April 2017(8 months)

Worked as a Customer Support Executive for digital technology service provider in the telecom industry.

# Education

## Kottam Group of Institutions

### Bachelor of technology (BTech), Electronics and Communication Engineering.

2011 - 2015

# Certifications and Projects:

** NISM Certification**- Karvy Fintech Private Limited.

**Project on IOT (Internet of Things)** - Kottam Group of Institutions.

# Skills

Customer Service • Customer Support • Operations Management • People Management • Integration • Troubleshooting • Networking • Video • Project Management • Technical Support