

Mohd Faiz

R-281/2, Gali number 2 near Al
taqwa masjid, Jamia Nagar, Batla House,
Okhla New delhi-110025

E-Mail - Faiz m 7 7 7 3 @ g m a i l . c o m

Mobile number - 9 6 3 4 9 8 2 6 5 3

Vision Statement:

To work in a dynamic and professional organization, to become a dynamic professional, keep on learning new things, develop effective and efficient leadership skills with continuous practice to achieve great targets in life.

Profile Summary:

<u>Organisation</u>	<u>Designation</u>	<u>Process</u>	<u>Duration</u>
IGT solutions	Process associate	Vfs Global	17Jan'23- 2 Dec'24

Snapshot:

- Worked in a visa process of Vfs global, handled queries of customers related to documents provide accurate and timely information regarding visa application.
- Efficiently processed a high volume of visa applications, ensuring compliance with all immigration regulations."
- Provided accurate and timely customer service to applicants, resolving queries and addressing concerns."
- Successfully managed appointment scheduling and data entry to maintain operational efficiency."
- Collaborated with embassy officials to streamline visa application

- Routing queries by following appropriate escalation matrix to provide hassle free support
- Proficiency in all the support channels (Calls, Emails, Messaging, Chats.
- Process, visa appointment booking document requirement , and any other concern through multiple channel online chat,phone call,email.
- Assitant provide to the third national customer like nepali bangaladeshi, srilanka, he can apply visa from india or not as per embassy instruction provide an appointment inform early without any mistake.

Academia:

- Completed 10th from CBSE
- Completed 12th from CBSE
- Graduation from Mahatma Jyotibha Phule Rohilkhand University

Personal Details:

- **D.O.B:** 18th Oct 1999
- **Sex:** Male
- **Marital Status:** Unmarried
- **Language Known:** English, Hindi & Urdu
- **Father's name:** Mr. Mohd iqbal
- **Mother's name:** Mrs. Razia

Date :

(Mohd Faiz)