

MOHAMMED FARAZ KHAN

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Location: Mumbai, Maharashtra - 400011

## PROFESSIONAL SUMMARY

Customer Service Professional with 3+ years of experience in healthcare and EdTech industries. Expertise in CRM systems (Salesforce), client handling, and escalation management. Proven success in resolving complex service issues, maintaining high customer satisfaction scores, and supporting team operations. Highly organized, proactive, and ready to contribute to customer-focused organizations.

## CORE SKILLS

- Customer Relationship Management
- Salesforce CRM & Email Ticketing
- Escalation and Complaint Handling
- Microsoft Excel & Office Suite
- B2B Communication & Support
- Process Coordination
- Performance Metrics Monitoring
- Time Management & Problem Solving

## PROFESSIONAL EXPERIENCE

Senior Program Guide

ITVedant, Mumbai

May 2025 - Present

- Guide and support learners in EdTech-based training programs.
- Handle program queries and resolve issues promptly.
- Coordinate with internal teams to enhance learner experience and outcomes.

Career Break (Personal Reasons)

January 2024 - April 2025

- Took time off to manage personal responsibilities. Now fully available and focused on career continuation.

## Customer Service Representative - B2B Department

Thyrocare, Turbhe

September 2023 - December 2023

- Responded to client queries related to orders, billing, and returns.
- Coordinated internally to ensure timely resolution and order fulfillment.
- Built strong client relationships through professional and timely service.

## Customer Service & Email Desk Advisor - Metropolis Healthcare Process

EOS Globe, Thane

January 2022 - September 2023

- Provided email and voice support for healthcare service queries via Salesforce CRM.
- Resolved tickets within defined SLA, ensuring quality service delivery.
- Maintained average quality score above 90%.
- Supported escalated queries and collaborated with technical teams.

## EDUCATION

Higher Secondary Certificate (HSC)

Maharashtra State Board

Secondary School Certificate (SSC)

Maharashtra State Board

## CERTIFICATIONS

- MSCIT - Maharashtra State Certificate in Information Technology
- CABA - Computer Application Diploma

## LANGUAGES

- Hindi - Native
- English - Upper Intermediate (B2)