Amaan Khan



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OBJECTIVE

To gain a comprehensive understanding of business dynamics and partner with an organisation that will provide me with challenges & opportunities to learn & develop both myself and the organization.



SUMMARY

Highly accomplished and result oriented professional with 8 years of experience in Customer service & Sales. Excellent communication and customer service skills .

Excellent computer skills in windows XP, Vista and Windows 7 and Microsoft Office. Good hardware and networking knowledge.

Capable of working with internal and external teams to deliver working solutions driving process improvements.



WORK EXPERIENCE

Tata Consultancy Services Oct 2013 — Mar 2017

Network Designer

**Tata Consultancy Services** Limited is an Indian multinational information technology service, consulting and businesssolutions company Headquartered in Mumbai, Maharashtra. It is a subsidiary of the Tata Group and operates in 46 countries.

**Key Responsibility** :

Designing Network infrastructure for the TCS Client Telstra ( Home Broadband & Mobile service provider in Australia ).

Assigning jobs to Network Technicians .



Arranging for the required hardware for Network maintenance .



HUTCHISON 3 GLOBAL SERVICES) Nov 2008 — Sept 2013

Sr. Support Executive

**Vodafone Hutchison Australia** (**VHA**) is a mobile telecommunications company that operates the Vodafone brand inAustralia. The result of a merger between Vodafone Australia and Hutchison 3G Australia, it created a mobile communications entity of nearly 7 million subscribers .

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Handling Inbound calls for customers of Vodafone Hutchinson Australia.



Handling customer queries with the highest level of satisfaction as per the SLA. Resolving customer's technical queries related to all the products .

Coordinating with different department for resolution and constant process changes. Floor Walking and assisting the newer executives with instant and first time resolution . Helping customer with Upgrades for Mobile connection .

Handling calls for sales of new Mobile or Home Broadband connection .



EDUCATION

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| --- | --- |
| Higher Secondary School Certificate | — 2007 |
| Mumbai University |  |
| Secondary School Certificate | — 2005 |
| Mumbai University |  |



PERSONAL

INFORMATION

Passport No : K1630479

Date of Birth : March 30th 1987

Nationality : Indian



INTERESTS

Love Watching TV Shows & Movies .



Browsing on Internet about New Technology .





Contact HR Consultant for CV No: 2095026

E-mail: response@gulfjobseekers.com

Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>

Amaan Khan 2