

Fazil Nazir
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Objective:

Build a long term career in an environment that will enhance my professional skills & personality, to gain enriching & progressive career experience. To effectively engage my knowledge, experience & skills to exceed all specified goals assigned individually and as a team.

Grow with & within the organization and be able to take greater responsibilities with confidence.

Professional Summary: ni

- Total 4 years and 4 months of professional experience with superior work ethic and excellent client satisfaction record.
 - Proactive & Quick Learner.
 - Good understanding of incident and problem management.
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Work Experience:

Bundl Technologies Pvt Ltd (Swiggy)
Senior Fulfillment Expert-L3
March 2019 to November 2019

Roles and Responsibilities:

- Worked as Escalation Expert.
- Handling Escalation calls and Escalation Emails.
- Worked with Training Batches to help them excel in their job responsibilities.
- Individually helped organization to prepare new workflow for Team to increase overall fulfillments.
- Also worked with IT and Product Team to increase the overall vendor reach within cities which eventually lead to rise in order fulfillment and business hike.

Myntra Designs Pvt. Ltd.

Sr, Assistant Customer Support-N2
July 2016 to December 2018

Role and Responsibilities:

Responsibilities:-

- Analyzing online fraud transaction reported by cyber cell, consumer forum and E-Team Members.
- Working with Risk Management Team to analyze the online fraudulent transaction.
- Responsible for initiating offline refund to the consumer account with various payment methods (Back to source, NEFT, wallet refund).
- Worked closely with multiple payment gateway in order to refund dispute (PayU, CC Avenue, Citrus Pay, Axis)
- Decision on initiating refund for the issues received by L3 escalation within 24 hours in order to ensure speedy resolution of the issues.
- Providing training to new associates on any process developmental opportunities identified also share appropriate feedback to ensure the issues are not repeated again.

Leadership & People Management:-

- To create and sustain an environment that motivates high performance, recognizes and rewards excellence of individuals and teams, and results in employee commitment.
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- Handling CEO escalations, Social media escalations, Fraud cases, Legal cases.

Achievement:-

- Received spotlight awards for outstanding performance in the current process for 3 month September, October and November 2017.
- Best Performer Award in the month of June 2018 EORS.

Minacs Pvt Ltd
Customer Service Executive
Sept'2014 to Jan'2016

- Providing email support to Apple iTunes Store customers pertaining to iTunes Store account, iTunes/App Store content, download and billing issues.

- Rendering support for Mac, iPod touch, iPhone and iPad syncing, updating and restoring issues as per the SLA.
- Resolving escalated customer complaints on priority and ensuring first touch resolution
- Providing Floor Support to ensure that agents' queries are addressed on priority which facilitates achieving the target in the desired time frame.
- Handling customer inquiry for the status of the order.
- T/S the defective electronic gadgets and taking the final decisions for replacement or refund.
- Following with couriers for the successful delivery of the replacement product and refund cheque shipments. Also for the shipment quilt either from the customer or courier end.
- Arranging the pickup of the defective and damaged items from the customer's address for the product also the stock from the vendor place from other cities.
- Handling complaints from online complaint and providing Trouble shooting for that.
- Analysis of the various reasons of complaints and categorize them under merchandising, COD order confirmation, dispatching, and courier partner.
- We use SAP basic Tools to track all shipment details of products, region, order placement and order status of delivered by provider to customer.
- Updating daily basis delivery data and case which is rejected and coming back for rework follow through new updates by quality team advice.

Hobbies:-

Interacting with new people, cooking, playing cricket, watching sci-fi movies, reading fiction and sci-fi books.

Personal Details:-

- Name : **Fazil Nazir**
 - Father's Name : **Nazir Ahmad**
 - D.O.B : **16-12-1993**
 - Gender : **Male**
 - Languages Known : **English and Hindi**
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I hereby confirm that the information provided by me here are true to my belief and to the best of my knowledge.

Fazil Nazir