



SAIFUDDIN SHAIKH

Address: Prinzenallee 23, SFL 1. OG., 13359 Berlin, Germany

Contact: +49 0152 26999461 | **Email:** saifuddi5497@gmail.com

LinkedIn: [linkedin.com/in/saifuddin-shaikh-0bb4b9355](https://www.linkedin.com/in/saifuddin-shaikh-0bb4b9355)

PROFILE SUMMARY

Dynamic and results-driven **Customer Service Professional** with over 4 years of progressive experience in **technical support, team leadership, and customer relationship management**. Demonstrated expertise in **managing cross-functional operations, resolving complex customer issues, and implementing process optimizations** that enhance operational efficiency. Proven track record of leading high-performing teams of up to 10 members while maintaining exceptional customer satisfaction levels through strategic problem-solving and effective communication. Adept at **leveraging technical expertise** to provide comprehensive support solutions, manage escalations, and drive continuous improvement initiatives in fast-paced environments. Additionally certified in **heavy vehicle operations and forklift handling**, bringing versatile operational capabilities to logistics and warehouse management roles.

WORK EXPERIENCE

Sep 2023 - Present

Teleperformance, India | Senior Customer Support Executive

- Orchestrating comprehensive performance reports, analysing customer trends and resolutions for strategic decision-making
- Implementing process optimization strategies resulting in 25% improved operational efficiency
- Resolving complex escalated customer complaints, maintaining a 95% resolution rate within SLA
- Delivering advanced technical support solutions for product-related challenges
- Mentoring new team members, developing training modules for enhanced productivity
- Generating detailed customer interaction records, enabling data-driven insights
- Communicating service updates and account modifications to enterprise customers

Sep 2021 – Aug 2023

Momsyard, India | Team Leader

- Spearheaded procurement processes, ensuring the timely acquisition of quality materials
- Managed Amazon portal operations, optimising order fulfillment efficiency by 30%
- Led and supervised a 10-member team, delegating tasks and monitoring performance metrics
- Established streamlined operations, improving team productivity by 25%
- Maintained detailed inventory records and team workflow documentation
- Developed innovative solutions addressing operational challenges
- Coordinated cross-functional activities aligning with business objectives

Sep 2019 - Dec 2020

Teleperformance, India | Technical Support Executive

- Executed technical troubleshooting, providing step-by-step resolution guidance
- Managed ticketing system, prioritising customer requests for timely resolution
- Cultivated strong customer relationships, achieving a 90% satisfaction rate
- Resolved diverse technical issues through systematic problem-solving approaches
- Collaborated with cross-functional teams, addressing complex technical challenges
- Documented technical solutions, creating a knowledge base for team reference
- Delivered consistent support, maintaining high first-call resolution rates

Mar 2016 - Sep 2016

Teleperformance, India | Technical Support Executive

- Provided comprehensive technical support to customers via phone, email, and chat channels
- Diagnosed and resolved hardware and software issues through systematic troubleshooting methodologies
- Maintained detailed case documentation and customer interaction logs for service tracking
- Achieved consistent performance metrics meeting quality standards and response time requirements
- Participated in product training sessions to enhance technical knowledge and support

	<ul style="list-style-type: none"> capabilities Collaborated with team members to share best practices and improve overall service delivery Handled customer escalations with professionalism while ensuring satisfactory issue resolution
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PROFESSIONAL CERTIFICATIONS & TRAINING

	<p>Heavy Vehicle & Forklift Operations Training Jalandhar Skills Development Corporation 1 Month Intensive Program</p> <ul style="list-style-type: none"> Completed certified training in Trucking Trailer (Heavy Vehicle) Operations Achieved certification in Forklift Handling and Warehouse Equipment Operations Gained practical expertise in vehicle safety protocols, load management, and operational efficiency standards
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EDUCATION

2016 - 2019	<ul style="list-style-type: none"> Bachelor of Business Administration (BBA) Jaipur National University, India
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KEY SKILLS

	<ul style="list-style-type: none"> Customer Service & Support: Customer Relationship Management, Call Center Operations, Technical Support, Escalation Management, Quality Control, Client Communication Leadership & Management: Team Leadership, Performance Monitoring, Training & Development, Team Building & Mentoring, Cross-functional Coordination, Strategic Planning Operations & Logistics: Process Optimization, Inventory Management, Amazon Portal Operations, Heavy Vehicle Operations, Forklift Handling, Warehouse Management Technical & Analytical: Problem Resolution, Data Analysis, Documentation Management, Sales Support, Account Management
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