

Ayesha Mirza

Customer Support Executive

Hyderabad, Telangana · [Phone] · [Email] · [Website or LinkedIn]

PROFESSIONAL SUMMARY

Graduate with seven months of experience on an inbound voice and chat process for a consumer electronics brand. Handles order, warranty and installation queries in English, Hindi, Urdu and Telugu, and logs every case in Freshdesk. Comfortable with rotational shifts and looking for a customer support role with a product or e-commerce company.

SKILLS

Inbound voice support · Live chat handling · Freshdesk ticketing · Complaint de-escalation · Warranty and returns process · Typing at 40 words per minute · Call notes and tagging · Multilingual support

EXPERIENCE

Customer Support Associate — Outsourced contact centre serving a consumer electronics brand, Hyderabad

7 months · current

- Handle 70 to 80 inbound calls and chats a shift on orders, warranty claims and technician visits.
- Maintain CSAT above the team target by confirming next steps and turnaround time before closing every call.
- Raise service requests for installation and repair, and follow up with field partners when visits are missed.
- Tag tickets accurately by issue type, helping the team lead spot recurring complaints about one remote control model.

Front Desk Volunteer — Charitable eye care camp, Hyderabad

3 months · weekends

- Registered patients, explained the screening process and managed the queue for about 150 visitors a day.
- Answered calls from families and noted follow-up appointments in a shared register.

EDUCATION

B.A. in English Literature — Women's degree college affiliated to a state university, Hyderabad

Intermediate (MEC) — State board junior college, Hyderabad

CERTIFICATIONS AND REGISTRATIONS

- Customer Service Fundamentals, online course
- Spoken English and Email Etiquette, institute course

PROJECTS

- Process quiz — prepared a weekly ten-question quiz on warranty rules that the trainer now uses for new joiners

LANGUAGES

English · Hindi · Urdu · Telugu