

MASHUQ KHAN A B.E.

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PROFESSIONAL SUMMARY

Customer-focused and highly organized professional with 3+ years of experience in **front desk operations, customer service, client relations, and administrative support**. Adept at **managing duties, handling client queries, coordinating appointments, and maintaining smooth office operations**. Skilled in **CRM software, visitor management, and documentation handling**, with proven ability to deliver exceptional customer experiences in fast-paced environments.

CORE COMPETENCIES

- Front Desk & Reception Management.
- Appointment Scheduling & Call Handling.
- Visitor Management & Guest Relations.
- Customer Service & Client Handling.
- CRM Software & Database Management.
- Documentation & Records Management.
- Complaint Resolution & Query Handling.
- Team Handling Collaboration & Coordination.
- MS Office (Excel, Word, PowerPoint, Outlook).
- Knowledgeable in IT Proficiency (Web usage, Email Drafting)

PROFESSIONAL EXPERIENCE

HDFC Life Insurance Pvt. Ltd. — Chennai, India

Assistant Sales Manager | Financial Planning Manager | Relationship Manager

Nov 2022 – Dec 2024

- Served as the first point of contact for clients, handling walk-in inquiries, appointment scheduling, and documentation for onboarding.
- Managed front desk operations, including handling phone calls, directing visitors, and maintaining client records.
- Assisted customers with product information, service requests, and financial solutions based on individual requirements.
- Ensured smooth coordination between departments to enhance customer satisfaction and service delivery.
- Maintained and updated CRM databases, ensuring accuracy of client data and transaction records.
- Handled end-to-end documentation for client onboarding and investment processing.
- Provided personalized customer support, resolved queries, and delivered excellent client experiences.
- Mentored new team members on customer engagement, upselling, cross-selling and communication strategies.

Key Achievements:

- Consistently achieved monthly performance and sales targets.
- Successfully improved customer onboarding efficiency by 15% through better document handling.
- Recognized for exceptional client service and achieving yearly targets with promotions.

South India Pest Control Pvt. Ltd. — Chennai, India

Technical & Operations Executive

Apr 2021 – Sep 2022

- Managed front office responsibilities including client calls, appointment scheduling, and handling customer inquiries.
- Coordinated with field supervisors, station managers, and service teams to ensure smooth operations.
- Prepared and maintained quotations, agreements, and monthly reports for clients.
- Acted as the primary point of contact for high-profile clients including Hyatt Regency, Fairfield by Marriott, Trident Hotels, and Infosys.
- Supervised day-to-day work allocations and ensured timely service delivery.
- Handled client escalations, ensuring prompt resolutions and service satisfaction. Maintained detailed service records and reports to streamline operations and reduce complaints.

Key Achievements:

- Retained major clients by ensuring excellent service quality.
- Reduced operational delays by 30% through better scheduling and coordination.

EDUCATION

- B.Tech in Petrochemical Engineering. (2015 – 2019)
JCT College of Engineering and Technology (Anna University), Coimbatore, Tamil Nadu, India.

CERTIFICATIONS & ACHIEVEMENTS

- Certified in Mutual Funds Beginners Module – National Institute of Financial Markets.
- Recognized as Top Performer at HDFC Life for achieving binder targets within 5 days.
- Qualified for the National Trip Contest to Lakshadweep Island for achieving JFM 2024 targets.

LANGUAGES

- English: Fluent.
- Tamil: Native.
- Hindi: Conversational.
- Urdu: Conversational.
- Malayalam: Beginner
- Arabic: Basic

PERSONAL INFORMATION

- Date of Birth: 23-04-1998
- Nationality: Indian
- Visa Status: Visit Visa
- Notice Period: Immediate Joiner

DECLARATION

I hereby declare that the above information is true and accurate to the best of my knowledge and experience.

Mashuq Khan A

