

Irfan Ahmed

Customer call agent

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Languages

English

About

Aspiring to excel in cybersecurity, I bring technical expertise through my Google Cybersecurity Certificate and proficiency in Python, SQL, and incident response. My diverse background includes experience in forensics, application development, and customer service, refining my adaptability, communication, and problem-solving skills. I thrive in dynamic environments and excel in cross-functional teamwork. Committed to protecting digital assets, I'm well-suited for roles in cybersecurity and technology

BRANDS WORKED WITH

NAZ Indian Cuisine

Sitel Group

Experience

● Restaurant staff

NAZ Indian Cuisine | May 2022 - Sep 2022

Customer Service: Delivered personalized customer service to approximately 50 patrons daily, fostering strong rapport and ensuring a welcoming atmosphere. **Order Processing:** Efficiently managed food and beverage orders, guaranteeing accuracy and prompt delivery with an average order processing time of under 5 minutes. **Table Maintenance:** Maintained a clean and cosy dining area, overseeing table setup and clearing for up to 10 guests per hour during peak periods. **Menu Knowledge:** Demonstrated a comprehensive understanding of the menu, offering tailored suggestions and accommodating special dietary requests, resulting in a 15% increase in upselling. **Cash Handling:** Skillfully handled cash transactions and processed credit card payments, managing over £10,000 in sales per month without discrepancies. **Compliance:** Strictly followed health and safety regulations, maintaining a spotless record with zero health code violations during routine inspections. **Team Collaboration:** Collaborated closely with a tight-knit team of 5 staff members to maintain a well coordinated restaurant operation, particularly during peak hours. **Problem Resolution:** Effectively addressed customer concerns, achieving an 80% resolution rate on-site, and escalating complex issues to management when necessary. **Training:** Assisted in training and guiding new staff members, ensuring a seamless transition and promoting a harmonious team environment.

● NHS Track and Trace call agent

Sitel Group | Jun 2021 - Sep 2021

Managed a high volume of over 2,000 inbound calls, delivering accurate information on COVID-19 testing and isolation guidelines in a clear and empathetic manner. Demonstrated exceptional professionalism, empathy, and active listening skills while addressing caller concerns, maintaining a customer satisfaction rate of 95%. Collaborated effectively with team members, actively contributing to identifying emerging issues and trends, resulting in process improvements that reduced call resolution times by 20%. Maintained an unwavering commitment to delivering quality service during the COVID-19 pandemic, receiving commendations for adaptability and resilience. Adapted to rapidly changing situations, highlighting strong problem-solving abilities and flexibility as vital assets. Leveraged incident response and troubleshooting skills to provide swift and accurate resolutions to diverse caller scenarios

Education & Training

2020

● Loxford School of Science and Technology

BTEC National Extended Diploma, Information Technology,

2024

● University of Greenwich

Bsc, Computer security and forensics,

