Farhan Ali

Customer Support Manager

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SUMMARY

Support leader with 6 years, currently managing a 16-person team handling about 9,000 tickets a month for a consumer fintech app. Moved CSAT from 3.9 to 4.5 while cutting average handling time, mainly by fixing the knowledge base rather than pushing the team harder.

EXPERIENCE

Customer Support Team Lead - PayEasy Feb 2023 - Present

Bengaluru

- Manage 16 agents across chat, email and phone; about 9,000 tickets a month.
- Raised CSAT from 3.9 to 4.5 over 18 months while reducing average handling time from 9.2 to 7.4 minutes.
- Rebuilt the internal knowledge base into 140 articles mapped to actual ticket reasons; escalations to L2 fell by roughly a third.
- Reduced first-response time on chat from about 4 minutes to under 90 seconds by changing shift overlap at peak hours.
- Run weekly quality audits - 5 tickets per agent - and monthly coaching conversations.
- Feed a monthly 'top 10 ticket reasons' report to product; 4 of those issues were fixed at source in the last year, permanently removing that ticket volume.

Senior Support Associate - PayEasy May 2020 - Jan 2023

Bengaluru

- Handled escalated complaints and payment dispute cases.
- Trained 12 new agents through onboarding.

SKILLS

Leadership team of 16, shift planning, quality audit, coaching, hiring input

Support ops CSAT and AHT management, escalation design, knowledge base ownership, SLA management

Tools Freshdesk, Zendesk, Excel, Google Sheets

EDUCATION

BBA - Bangalore University, 2020 | 71%

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