

Aman Ojha

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Profile

Customer-focused professional with experience in customer service, content writing, and accounting, leveraging strong communication, problem-solving skills, and adaptability to enhance organizational success

Education

The Bhawanipur Education Society College

B.Com (Hons.)

2024

CGPA: 6.923

Shri Ram Narayan Singh Memorial High School

Higher Secondary (ISC)

2021

87%

Shri Ram Narayan Singh Memorial High School

Higher Secondary (ICSE)

2019

80%

Experience

Amazon India

Virtual Customer Support Associate

08/24 - 10/25

- Delivered exceptional customer service via phone, email, and chat
- Achieved monthly targets of resolving over 600 inquiries and complaints promptly
- Supported order processing, returns, and refunds
- Utilized advanced systems for issue troubleshooting
- Maintained Amazon's customer satisfaction standards by achieving monthly target of 4 minutes Average Customer Handling Time
- Collaborated with different teams to enhance customer experience

Concentrix Daksh Services India Private Limited

Customer Support Associate

05/24 - 08/24

- Delivered efficient chat support to German customers in English
- Leveraged internal systems for quick troubleshooting and accurate issue resolution
- Ensured culturally aware, personalized service tailored to the German market
- Worked in team to resolve escalations and improve overall support efficiency

Project

SEO & Content Marketing Specialist | Freelance (Oct 2022 – Apr 2024)

- Created SEO-optimized content for multiple websites, boosting organic traffic by 15%+.
- Conducted market research using google dorks.
- Worked on keyword strategies with clients to improve search engine rankings.
- Assisted clients with social media content creation, improving brand engagement & visibility