

Aditya Sil

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Professional Summary

Shipping and Delivery support associate with 1+ year of experience at Amazon handling payment and tax queries for independent contractors via chat and email. Skilled in problem-solving, multitasking, and delivering high-quality service.

Professional Experience

Amazon – SDS Associate (Fixed-term Contract)

May 2024 – May 2025

- Resolved 50+ daily inquiries from Amazon Flex delivery partners in the US and CA regarding payments and tax via chat and email.
- Maintained 95%+ accuracy in issue resolution while managing high-volume support queues.
- Collaborated with internal teams to escalate and resolve complex payment discrepancies.

Education

Sarsuna College – B.A. in English (Honours), Minor in Education & Political Science

Sep 2020 – Aug 2023 | Kolkata, India

Skills

Technical Skills:

- Microsoft Office
- Typing Speed: 60+ WPM
- Ticketing Systems

Soft Skills:

- Problem-solving
- Time Management
- Multitasking
- Customer Service
- Research

Languages

English, Hindi, Bengali

Hobbies

Playing Video Games