

# DRISHTI CHHATWAL

Phone: +91-7303454830  
Email: drishtich29@gmail.com  
Linkedin: Drishti Chhatwal

## SUMMARY

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Dynamic professional with 10 months of experience at Amazon, excelling in customer support and operations management. Proven ability to analyze data for process improvement and resolve complex issues, enhancing customer satisfaction. Skilled in team collaboration and effective communication, consistently prioritizing tasks to achieve service goals and drive productivity.

## WORK EXPERIENCE

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### SELLING PARTNER SUPPORT (SPS) | AMAZON

DEC 2023 - OCT 2024

- **Process Improvement:** Analyzed data from various sources in order to identify areas of improvement within the organization's processes or procedures.
- **Customer Issue Resolution:** Resolved complex customer issues quickly while ensuring a positive experience throughout all interactions.
- **Task Prioritization:** Prioritized and organized tasks to efficiently accomplish service goals.
- **Customer Needs Assessment:** Identified needs of customers promptly and efficiently.
- **Continuous Learning:** Maintained updated knowledge through continuing education and advanced training.
- **Team Collaboration:** Worked effectively in team environments to make the workplace more productive.
- **Customer Service Support:** Assisted with customer requests and answered questions to improve satisfaction.
- **Operations & Process Optimization:** Experienced in identifying inefficiencies and proposing actionable solutions.

## EDUCATION

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- Completed BBA from Institute of Innovation Technology and Management, Janak puri, New Delhi
- 12<sup>th</sup> Pass with 76.5% from Oxford Senior Secondary School, Vikas Puri, New Delhi
- 10<sup>th</sup> Pass with 78% from Oxford Senior Secondary School, Vikas Puri, New Delhi

## TECHNICAL AND SOFT SKILLS

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- **Advance Excel & Data Analysis:** Proficient in using Excel functions, vlook, pivot tables, and charts for data interpretation.
- **Ms Office Suite:** Competent in Word, Excel, PowerPoint, and Outlook for daily business operations.
- **Power BI (Beginner):** Basic understanding of data visualization and dashboard creation.
- **Consumer support Tools:** Exposure to CRM platforms and internal support systems.
- **Problem Solving & Critical Thinking:** Capable of handling complex issues with thoughtful and effective solutions.
- **Communication and Interpersonal skills:** Strong verbal and written communication; able to convey information clearly and professionally.

## LANGUAGES

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- Hindi
- English
- German (Beginner - A1)