

Suchismita Sharma

Customer Service Associate

I'm a Sr. Associate with over 4 Years of experience. Excels in fast-paced, changing work environments. Self motivated, hard working and flexible schedule. Endeavors to conform to and exceed the standards set by management.



suchi.sharma495@gmail.com

8383955997

Delhi, India

WORK EXPERIENCE

Customer service associate Amazon development center

10/2020 - 02/2024

Delhi

Amazon development center, Noida, UP, India

Achievements/Tasks

- Providing Support to Amazon's vast customer base through provided mediums (Chat, Calls, Emails, Internal tickets)
- Handling the customer contacts, resolving their queries/concerns and taking feedback in a courteous and business like fashion.
- Achieving and outperforming given tasks, and I even won the performance based awards on multiple occasions.
- My work is to resolve NA Amazon customers regarding Pre and Post Order related queries and customer gives us NPS as Yes or No on our service (HMD which says did we resolve your issue)- and through that we have to met our CSAT goal (90%)

SKILLS

Communication

Active listening

Attention to details

Positive attitude

Time management

MS Office

Typing 50 WPM

LANGUAGES

Hindi

Native or Bilingual Proficiency

English

Full Professional Proficiency

INTERESTS

Travelling

Reading

Music

Movies

Binge watching

Cooking

EDUCATION

Bachelor of Science Delhi University

08/2012 - 08/2016

Delhi

Diploma in Elementary Education Chaudhary Charan Singh University

07/2017 - 08/2019

Hapur, UP, India

CTET Clear CTET

2021

Delhi

M. A. (English) IGNOU

2024 - Present

Delhi