

# 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.



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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*

## 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

## INTERESTS

Travelling

Reading

Music

Movies

Binge watching

Cooking