

PERSONAL INFORMATION

- ☐ **Email**
sushanmi@gmail.com
- ☐ **Mobile**
(+91) 9738286260
- ☐ **Total work experience**
13 Years 1 Month

KEY SKILLS

Communication Skills

Tally ERP

Excel

SAP MM Basic

Data Entry

Microsoft office

OTHER PERSONAL DETAILS

City Mangalore

Country India

HOBBIES

Football , Cricket

LANGUAGES

- English
- Kannada
- Hindi

Sushanth Shetty
**Customer Service
Executive**

PROFILE SUMMARY

As a Customer Service Executive at Amazon India, I have honed my skills in corporate office and e-commerce environments. With a recent Post-Graduation in Logistics and Supply Chain Management, I am keen to leverage my expertise in a new role. Proficient in operating computers, intermediate Excel, and communication, I also possess basic knowledge of SAP material management. Eager to transition my talents to a new career path, I am seeking opportunities to contribute to a dynamic organization.

EDUCATION

- 2024** Post Graduation in Logistics and Supply Chain Management
Springs institute of Logistics and Supply Chain Management
- 2013** B.Com
Karnataka State Open University (KSOU)

WORK EXPERIENCE

- Aug 2020 - Present** Customer Service Executive
Amazon Development Centre
 - Maintained positive and professional attitude toward customers to foster positive experiences resulting in repeat online purchases.
 - Resolved customer complaints by determining cause of problem, selecting best solution.
 - Maintained transparent lines of communication for customers about status of orders, order errors, and post order issues.
 - Answered customer questions regarding product, price and availability via chats and emails.
 - Developed Exceptional cross-functional skill by working in a UK and North America process to handle customer queries when there was a requirement.

Jan 2019 -
Aug 2020

Junior Accountant

CHARTERED ACCOUNTANTS

- Implemented an automated expense tracking system, resulting in a 20% reduction in processing time and improved accuracy of financial data.
- Assisted in preparing monthly financial statements, including balance sheets, income statements, and cash flow statements, ensuring compliance with regulatory requirements.
- Conducted detailed account analyses and reconciliations, identifying discrepancies and correcting errors to maintain the accuracy of financial records.

Apr 2010 -
May 2019

Senior Process Executive

Cognizant Technology Solutions

- Procuring the mortgage information and validating the same with the tax agencies.
- Directed and Supervised team members on data procurement and management of the mortgage information.
- Responded to email queries, providing quality services to the clients.
- Developed and implemented strategies to achieve production goals and created training manuals.

INTERNSHIP

30 Days

Export and Import Documentation

CargoLinks

- Developed expertise in export and import documentation for efficient shipping processes with the custom house agents office.
- Acquired hands-on experience in managing and organizing complex paperwork for international trade with a custom house agent
- Participated in a 30-day training program to enhance knowledge and skills in export and import documentation

COURSES & CERTIFICATIONS

- E Finance
- US Mortgage Banking