



# UNNI SHAJI

## CUSTOMER SUPPORT ASSOCIATE

### CONTACT

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403,Nakeel Building 2586,  
Muwailah,Sharjah

### PASSPORT INFO

Passport No : U6384885

Issue of Date : 13/01/2020

Date of Expiry : 12/01/2030

Visa Status : Visit Visa

### PERSONAL INFO

Nationality : Indian

Date of Birth : 11/10/1995

Gender : Male

Martial Status : Single

### TECHINICAL SKILLS

- Customer Support
- Canva
- Photo Editing
- MS Office
- Data Entry

### LANGUAGES

- English
- Malayalam
- Tamil
- Hindi

### PROFILE SUMMARY

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

### WORK EXPERIENCE

#### ■ Customer Support Associate (Amazon)-Sutherland Global Services, kochi,kerala

October 2020-October 2023

- Providing assistance and support for customers via Chat / Email
- Support customers for resolving technical issues or queries for regarding their application
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Answered questions regarding seller inventory, shipping, payments and buyer complaints.
- Issued credits for contested returns, shipping fees and damaged merchandise.
- Provided seller support on refunds, posted feedback and policy changes.
- Answered constant flow of customer calls with minimal wait times.
- Handled customer inquiries and suggestions courteously and professionally.

#### ■ Direcr Selling Marketing - Indus Viva Health Sciences Pvt.Ltd, Banglore, India

January 2018-March2020

- Built relationships with customers to encourage repeat business.
- Answered customer questions about products and services,and promoted Free products.
- Recommended complementary purchases to customers, increasing revenue.
- Engaged in friendly conversation with customer to better uncover individual needs.
- Engaged with customers to effectively build rapport and lasting relationships.
- Engaged with customers to build rapport and loyalty.

## AREA OF INTERST

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Customer Support

Data Entry

Photo Editing

Video Editing

## STRENGTH AND QUALITIES

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Team Work

Caring about other people

Collaborating and working well with other members

Comforting people when they need it

## KEY SKILLS

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Flexible and Adaptable

Self Starter

Communication

Team Player

## HOBBIES

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Music

Travelling

Editing

## EDUCATION QUALIFICATION

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### ■ Bachelor Of Computer Application

BCA - Mahatma Ghandi University

June 2014 - March 2017

Thiruvalla, Kerala

## DECLARATION

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I hereby declare that the above mentioned information is correct to the best of my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**UNNI SHAJI**