



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

Marital Status : Single

TECHNICAL SKILLS

- Customer Support
- Digital Marketing
- Social Media Marketing
- SEO
- Canva
- Photo Editing
- MS Office
- Data Entry

LANGUAGES

- English
- Hindi
- Malayalam
- Tamil

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 2022-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.

Digital Marketing Executive - CEARSLEG Technologies, Trivandrum, Kerala

August 2020-September 2021

- Working with Real time projects
- Lead generation to the clients project
- Social media promotions to the client
- Support clients for resolving queries regarding their project

AREA OF INTERST

Customer Support

Data Entry

Social Media Marketing

Photo Editing

Video Editing

STRENGTH AND QUALITIES

Team Work

Caring about other people

Collaborating and working well with other members

Comforting people when they need it

KEY SKILLS

Flexible and Adaptable

Self Starter

Communication

Team Player

HOBBIES

Music

Travelling

Editing

EDUCATION QUALIFICATION

■ Master Of Computer Application

MCA - Mahatma Ghandi University

September 2017 - December 2019

Thiruvalla, Kerala

■ Bachelor Of Computer Application

BCA - Mahatma Ghandi University

June 2014 - March 2017

Thiruvalla, Kerala

CERTIFICATIONS

- Experience Certificate in Customer Support Associate From Sutherland Global Services, Kochi,Kerala,India
- Course Completion & Internship Experience Certificate in Digital Marketing From CEARSLEG Technologies,Trivandrum,Kerala,India
- Fundamentals Of Digital Marketing From Google Digital Unlocked
- Google Ads Display Certification From Google
- Google Ads Search Certification From Google
- Google Ads Measurement Certification From Google
- Google Ads Apps Certification From Google
- Google Ads Video Certification From Google
- Shopping Ads Certification From Google

DECLARATION

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