



# Vidya Das



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Noida, India



01 January, 2000

## WORK EXPERIENCE

### Senior Executive

#### Iqor

Worked in Walmart Process for 1 year as a Chat Support Executive and I Demonstrates excellent customer service skills with the ability to take ownership in assisting, researching and resolving customer issues. Performs other duties as assigned.

### Technical Associate

#### Amazon

Currently working in Amazon from past 1 year as a Technical Care Associate, We support customers all over the world with Amazon digital and device products, interacting directly with customers via phone, email, chat, message us, and Alexa, and using cutting edge tools to troubleshoot and resolve customer issues and assist customers in navigating our D2AS products.

## EDUCATION

### High School

#### New Horizon

2016,

Courses

– CBSE BOARD

### Intermediate

#### S.M College

2016 - 2018,

Courses

– Science

### Bachelor of Arts

#### Delhi University

2019 - 2022,

Courses

– BA Programme

## SKILLS

Basic knowledge of computer Word and Excel

• Dedicated and ambitious – Always demonstrated tenacity to achieving set goals

• Communication skills – Highly articulate in both written and spoken

• Quick learner – Highly intelligent and smart to easily assimilate new concepts

diverse backgrounds

## PROFESSIONAL SUMMARY

Positive customer service professional with strong history of surpassing customer expectations. Skilled at navigating stressful situations with calm, collected and professional attitude. Decisive communicator demonstrating superb active listening skills to resolve issues.

Customer service professional with 2+ years of success in resolving customer concerns and enquiries. Skilled at accurately building rapport in person and over the phone. Supportive team player, well-versed in providing helpful answers on multiple platforms to retain clients.

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency