

Akash Dubey

Tech Support & Payment Operations Specialist

CONTACT

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- Sjöbo (Skåne), Sverige
- Swedish Residence

EDUCATION

Bachelor's in Science in Hospitality Studies
Mumbai University
June 2015 - June 2018

SKILLS

- Customer Service & Experience Management Decision Making.
- Problem Solving & Risk Assessment.
- Project Coordination & Technical Support.
- CRM, JIRA & Salesforce.
- Data Analytics (Excel, MySQL, R Programming, Survey Data Validation).
- Dispute & Chargeback Management.
- Fraud Prevention & KYC Compliance.
- Chrome DevTools (Elements, Console, Network), Web Debugging.
- Basic of HTML, CSS, JavaScript

CERTIFICATES

eBay Platinum Award (Mar 2024, July & Nov 2023) | eBay Gold Award (Apr 2024, Aug & Oct 2023)

Google Data Analytics | IBM Python for Data Science & AI.

LANGUAGES:

English: Fluent/Professional Level.

Swedish: Basic/Conversational Level

PROFESSIONAL SUMMARY

Customer Experience & Payment Operations Specialist with over 5 years of proven success in customer service, technical support, and payment operations. Skilled in dispute resolution, KYC compliance, chargeback management, and fraud prevention. Experienced in supporting global clients across E-commerce, SaaS, and IT sectors, with hands-on expertise in CRM tools, SQL, Python, and Chrome DevTools for web debugging. Adept at cross-functional collaboration with Tech, Marketing, Legal, and Finance teams to optimize support outcomes. Currently based in Sweden, holding a valid Swedish residence permit.

WORK EXPERIENCE

Tech Support & Payment Operations Specialist
Augmented Era | Dubai **November 2024 - Present**

- Providing technical support and ensuring compliance while managing escalations as a Subject Matter Expert (SME); using Chrome DevTools (Elements, Console, Network tabs) to debug front-end issues, identify JavaScript errors, and assist customers in resolving web-based application in real time.
- Acting as a liaison between clients and internal teams (Tech, Marketing, Legal, and Finance) to ensure seamless communication and efficient problem resolution. Handling payments, chargebacks, and disputes, overseeing KYC compliance to mitigate fraud and ensure fair resolutions.
- Managing transactions through various payment gateways, ensuring secure and smooth payment processes.

Senior Customer Service & Insight Analytics Specialist
Ttec (eBay) | Mumbai **May 2022 – November 2024**

- Handled 100-120 day-to-day reactive issues with customers via email and chat channels. Ensuring adherence to SLA.
- Explaining eBay policies and addressing issues such as listing removals due to policy violations, order disputes, unauthorized account access, and conducted risk assessments to determine member eligibility for buying and selling.
- Collaborated with famous brands to detect counterfeit listings, and uphold brand integrity. Achieved a 30% reduction in case resolution time, resolving 98% of issues within 24-48 hours to safeguard brand reputation effectively.
- Analyzed chat and email communications of eBay agents. Designed and implemented a "Chat Service Standard Policy," resulting in a 25% drop in negative feedback, a 35–45 second decrease in Average Handle Time (AHT).

Sales Executive – User Engagement
Whitehatjr | Mumbai **August 2021 – February 2022**

- Engaged 150-200 registered parents daily via proactive calls, effectively conveying the benefits of WhiteHat Jr classes.
- Negotiated pricing packages with parents, ensuring alignment with company revenue goals and customer needs.
- Conducted detailed product demonstrations, achieving a daily booking target of 28 classes. Consistently met and exceeded a daily conversion rate of 18-20%, contributing to increased revenue.

Worked as an IT support specialist
Sapphire Deniz | Mumbai **March 2020 – March 2021**

Worked as a Food and Beverage Specialist
The Ibis Hotel | Mumbai **February 2019- March 2020**