

Akash Dubey

Front-End Support & Payment Operations Specialist

CONTACT

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- Sjöbo (Skåne), Sverige
- Swedish Residence

EDUCATION

Bachelor's in Science in H.S
Mumbai University
2015 - 2018

SKILLS

- Customer Service & Experience Management Decision Making.
- Problem Solving & Risk Assessment.
- Project Coordination & Technical Support.
- Dispute & Chargeback Management.
- Fraud Prevention & KYC Compliance.
- CRM, JIRA, Salesforce, Git & GitHub.
- HTML5, CSS3, JavaScript, React.js
- DevTools (Elements, Console, Network), Web Debugging.
- Netlify, Vercel, Git Workflow.
- UI/UX Troubleshooting.
- Excel (Advanced), MySQL.

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 Specialist with 5+ years in front-end support and payment operations. Expert in using Chrome DevTools, JavaScript, HTML/CSS to diagnose and resolve UI issues in real time. Skilled in troubleshooting payment gateways, managing chargebacks, and ensuring KYC compliance to prevent fraud. Experienced in collaborating across Tech, Product, Marketing, and Legal teams to drive seamless customer experiences and operational efficiency. Proficient in CRM tools, SQL, and Python, supporting global clients in E-commerce and SaaS. Currently based in Sweden with a valid residence permit.

WORK EXPERIENCE

- Front-End Support & Payment Operations Specialist

Augmented Era | Dubai

November 2024 - Present

 - Act as a Front-End Support Engineer, using Chrome DevTools (Elements, Console, Network), JavaScript, and HTML/CSS to inspect UI elements, trace API calls, debug layout issues, and resolve cross-browser bugs in real time on customer-facing web apps.
 - Collaborate with Tech, Product, and Marketing teams via JIRA and Slack, reporting bugs, suggesting UI/UX improvements, and driving quick resolution of front-end issues affecting usability and conversions.
 - Troubleshoot checkout and payment flows built on third-party gateways; support KYC checks, API integration issues, and ensure seamless transactions across web/mobile platforms using tools like Postman and internal dashboards.
- 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