

ATHAR NAWAID

Support Specialist

🏠 Kolkata, West Bengal

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🌐 [LinkedIn](#)

Profile Summary

Dedicated and detail-oriented professional with extensive experience in customer support, adept at resolving complex customer queries and collaborating with cross-functional teams. Seeking a challenging support role where I can leverage my skills in customer service, payment dispute resolution, and technical collaboration to enhance customer satisfaction and contribute to organizational success. Eager to utilize my expertise in tools like Jira, Confluence, and communication skills to deliver exceptional support and streamline processes.

Experience

Revolut

November 2023 – Present

Support Specialist

Kolkata, Westbengal

- Provided exceptional customer support for Revolut card payments and chargeback disputes, ensuring prompt and accurate issue resolution.
- Collaborated closely with payment networks such as Visa and Mastercard to handle chargeback processes efficiently.
- Addressed escalations effectively by liaising with internal teams including Compliance, Payments, and Product, ensuring seamless operations.
- Utilized tools like Jira and Confluence to track and manage tasks, document processes, and facilitate team communication.
- Maintained a high level of customer satisfaction by delivering timely solutions and adhering to service quality standards.

Amazon

May 2021 - November 2023

Customer Service Associate

Kolkata, Westbengal

- Delivered exceptional customer support via phone, email, and chat, addressing complaints and resolving issues efficiently.
- Assisted customers across various marketplaces, including India, the Arab Emirates, and the United Kingdom, ensuring personalized service tailored to regional needs.
- Collaborated with internal teams such as Amazon Business UK, Kindle Support, and Image Verification to resolve complex queries and enhance customer experiences.
- Maintained a high standard of communication and problem-solving to meet and exceed customer satisfaction goals.
- Demonstrated adaptability by handling a diverse range of customer issues, from technical assistance to account management.

Education

Bachelor of Commerce

2020 – 2023

Indira Gandhi National Open University

Kolkata, West Bengal

Skills

Problem-Solving: Analytical mindset with the ability to identify issues, develop solutions, and implement them efficiently.

Multitasking: Ability to manage multiple tasks and priorities in high-pressure environments.

Communication: Strong verbal and written communication skills, adept at interacting with customers and cross-functional teams globally.

Payment Disputes: Expertise in handling chargeback processes and disputes, collaborating with payment networks like Visa and Mastercard.