

**Nehamiah David A.T**  
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Location: Hyderabad

## OBJECTIVE

To leverage my experience in customer service and transaction investigation to contribute to a dynamic organization, while continuously growing both professionally and personally in a challenging environment.

## WORK EXPERIENCE

- Amazon Development Center, Hyderabad — Customer Service Aug 2022 - Aug 2023
  - ❖ Addressed customer queries regarding credit and debit cards, ensuring resolution in line with company policies.
  - ❖ Maintained detailed logs of customer interactions in Excel for client validation.
  - ❖ Provided backend support for the team and contributed to high data accuracy.
  - ❖ Participated in HR recruitment drives and team events including sports tournaments.

## EDUCATION

- B A - Swami Vivekananda – 50% 2021-2024
- Intermediate (CEC) - MVR Jr College – 50% 2017-2021
- 10th (CBSE) - Kakatiya Public School – 7.8 CGPA 2016-2017

## ACHIEVEMENTS

- Awarded 'UNSUNG HERO' in Site Annual Awards.
- Recognized as 'Super Star' and 'Top Performer' multiple times.
- Frequently exceeded productivity benchmarks.

## ADDITIONAL RESPONSIBILITIES/ INITIATIVES TAKEN:

- Have been part of HR recruitment drives on multiple instances.
- Participated in the Department level cricket tournament.

## CAPABILITIES:

- Flexible, Self-motivated, positive attitude and ability to work under pressure.
- Quick learner, Multi-tasking.
- Ability to adapt to challenging situations.
- Ability to face changes in professional life & work positively.
- Good learning skills & Sincerity

## SKILLS

- Customer Service
- Team Coordination
- Microsoft Excel
- Adaptability & Multitasking
- Quick Learner & Problem Solving
- Languages: English, Telugu, Hindi, Tamil

## PERSONAL DETAILS

Father's Name: Anthony Lazer Thomas (Late)

Mother's Name: Vimala Thomas

Address: 11-17-1/2 Navab Nagar, Kanthi Road, Gajuwaka, Visakhapatnam - 530026

Nationality: Indian

## DECLARATION

I hereby declare that the information provided above is true to the best of my knowledge and belief. I am committed to performing my duties with sincerity and dedication.