

Sidharth Panigrahi

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WORK EXPERIENCE

Customer Support Specialist

Amazon, Bangalore

March 2023 to September 2023

- Resolved high-priority escalations from international sellers by analyzing root causes, implementing process improvements, and achieving a 70% reduction in customer re-open rates.
- Handles a team of four M-AT and four VAT associates as an acting team lead.
- Developed a deep understanding of seller pain points through market research and conducted targeted pitches, resulting in a 20% increase in seller satisfaction and a 25% increase in cross-selling opportunities.
- I have mentored and taught seven distinct groups of workers, including both new hires and current staff members.
- Along with my team, I implemented thirteen distinct process modifications throughout the company, resulting in a forty percent rise in employee work experience.

Customer Support Associate

Amazon, Bangalore

April 2021 to March 2023

- In charge of managing cases that clients produce both inbound and outbound via email and phone conversations.
- Consistently performed as a SPOT champion across 5 teams during the Bangalore SPS Process.
- Improved serviceability by 54% within my team by reducing average handling time to 12 minutes.

EDUCATIONAL BACKGROUND

ICFAI, IBS Bangalore

Master's Degree in Digital Marketing
2019 - 2021

KIIT School Of Management, Bhubaneswar

Bachelor's Degree in Marketing
2015 - 2018

PROFESSIONAL SUMMARY

I am a dedicated Customer Support Specialist with 2.5 years of experience in providing exceptional customer service. Skilled in resolving customer queries, recommending solutions, and guiding product users through features and functionalities. Proficient in using help desk software and CRM tools. Proven track record of maintaining high customer satisfaction ratings. Passionate about delivering excellent customer service and building strong customer relationships.

My leadership style emphasizes collaboration, training, and empowerment, ensuring each team member can reach their full potential. I take pride in developing support strategies that optimize efficiency, improve processes, and boost customer satisfaction.

SKILLS & PROFICIENCIES

1. Technical Skills:

- Troubleshooting
- Customer Relationship Management
- Mentoring and Training
- Proficient Communicator
- Strong in Decision Making
- Strong in Analytics and Negotiations Public Relation
- Customer Service

2. Soft Skills:

- Active Listening
- Communication
- Managing Ambiguity
- Conflict Resolution
- Interpersonal Skills
- Creative Problem Solving

ACHIEVEMENTS

- SPOT winner in SPS team at Amazon Bangalore team.
- Rank 3rd in All Round Metric in SPS team at Amazon Bangalore team.
- Core committee member of SPS cultural team at Amazon, Bangalore.
- Core committee of cultural team at IBS Bangalore.
- Event Coordinator and managed fests at KIIT (KSOM), BBSR