



SAI NITHISH KOLLA
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SUMMARY

To obtain a position in a progressive organization that incorporates varied spectrums of work & diversity and to provide the best for the company. Dedicated employee known for punctuality, pursuing employment options where I will be able to build relations, skills and be a key person in the development and for the success of the company

EXPERIENCE

Customer Service Associate

Amazon Development Center - Hyderabad, India

06/2018 - 11/2020

- Assist customers in understanding the process of shopping with merchants, understanding the web content query, product description and price related queries.
 - Consulted via telephone to understand user problems, run through testing scripts, and ask probing questions to locate root causes.
 - Process involves resolving the customer's queries regarding the status of their parcels, providing the possible solutions when customer's items are lost or damaged in transit or by respective carrier used.
 - Setting out quality standards for various operational areas, ensuring a high-quality customer's experience while adhering to the SLA's.
 - Demonstrate end to end ownership of every interaction coupled with proactive problem solving and provides exceptional support.
 - Maintains a positive and professional demeanor always portraying the company in a positive light and effectively managing sensitive issues.
 - Demonstrate excellent time-management skills and the ability to work independently while using departmental resources, policies, and procedures.
 - Maintains acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
 - Actively seeks solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channel including improvement suggestions.
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EDUCATION AND TRAINING

Conestoga College - Doon, Kitchener, Ontario
Post-Graduate Diploma: Web Design and Development

