

# Nilesh Sharma

## About Me

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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Started career as Customer Service Associate and have more than 5 years of experience in delivering end to end solutions.

## Work Experience

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### AC3 App Support

Oct, 2022 - current

#### Amazon

- Currently working as support associate(chat) for AI based app.
- Report any bug with UI of app.
- Part of the project initiation(first phase) of the project management life cycle.

### S&R (Search and Rescue) support

Feb, 2020 - Sept, 2022

#### Amazon

- Support Amazon customer for a potential risk of a financial crime.
- Analyze and find unauthorized or suspicious activity on account.
- Troubleshoot problems and diagnose faults for the customer who needs to contact us multiple time for the same issue.

### SME support

Feb, 2020 - Sept, 2020

#### Amazon

- Provide support to associate and help them meet target.
- Provide guidance and training if required.
- On floor support to help team of 10-15 members.

### Customer Service Associate

Sept, 2018 - Jan, 2020

#### Amazon

- Responsible for dealing with Amazon customers issues via multiple interface(chat, phone & email) and have direct connects with Amazon business clients.
- Providing resolutions to end user on a live contact.
- Meeting the high targets and maintaining it.

## Summary of qualification

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- Extensive experience in delivering top- notch customer service in current organization.
- Proficient in handling a high volume of customer interactions via phone, email, and live chat.
- Strong problem-solving skills with the ability to think critically and provide effective solutions.
- Excellent communication skills, both verbal and written, ensuring clear and concise customer interactions.
- Proven track record of meeting customer satisfaction targets.
- Highly organized with excellent time management skills, ensuring prompt response and resolution to customer inquiries.
- Collaborative team player, able to work effectively in cross-functional teams.

## Contacts

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 Pune, India

 nilesharma9@gmail.com

## Education

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### Bachelor of Engineering

#### Pune, University

May 2019

## Language

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- ENGLISH
- HINDI

## Declaration

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- I do hereby declare that the above information is true to the best of my knowledge