



VIKRAM BOOPATHY

SENIOR CUSTOMER SERVICE ASSOCIATE

EXECUTIVE PROFILE

Experienced CSA with 3 years of experience in E-commerce industry. Dedicated in keeping excellent Customer interaction records technically and non technically.

AREAS OF EXPERTISE

- Training junior teams
- Teaching mentees
- Resolving customers query
- Following up customer
- Raising tickets
- Managing junior teams
- Maintaining positive attitude

CONTACT DETAILS

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SKILLS

- MS powerpoint
- Customer satisfaction
- Effective time management
- Kindle troubleshoot
- Raising tickets
- Empathy
- Problem solving
- Communication
- Technical Support

EMPLOYMENT HISTORY

SENIOR CUSTOMER SUPPORT EXECUTIVE

Amazon development center pvt ltd

- Resolve customer complaints via phone,email,chats.
- Raising tickets and supporting kindle technical team.
- Troubleshooting kindle devices if any issue rises.
- Following up to customers if the device faces any issues.
- Supported 4 different new hire teams as SME to help them resolve

- customer issues with positive response
- Recipient of Customer Obsession Award 2020.
- Training junior teams.
- Supported UK and US customers over chat and email.
- Taking follow ups where issue is critical and resolving the queries with positive attitude.

TOOLS KNOWN

- JIRA software - Git hub - VS code -Putty tool - Catalogue tool

EDUCATION

SSLC

Shenbagam Matriculation Higher Secondary School

HSLC

Shenbagam Matriculation Higher Secondary School

UG B.Com

STC College of arts and science

PG M.S.W

NGM college of arts and science