

Shubham Chavhan

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Nagpur, Maharashtra

[Portfolio](#)

[Github](#)

[Linkedin](#)

Experienced customer service associate and self-taught web developer seeking a career shift. Looking forward to applying these excellent customer service skills, technical knowledge and strong interpersonal communication for the role.

SKILLS

Technical : [React](#) [Styled-Components](#) [Redux](#) [Javascript](#) [HTML](#) [CSS](#) [Git](#) [Python](#)

Consulting : [Problem Solving](#) [Critical Thinking](#) [Teamwork](#) [Communication](#) [Adaptability](#)

PERSONAL PROJECTS

Cook Book

The proposed project is a React Application that will provide recipes to the users based on food names, categories available with the API. From the list of the meals, the user has to search for a name to display a list of recipes, from which the user can set numbers of recipes as favourites.

Github Users

This React project is a solution to the GitHub user search app challenge on Frontend Mentor, which helps to search users and view their profiles on Github.

CERTIFICATIONS

- **HTML & CSS** – Certification Course for Beginners, Udemy
- The Complete Python 3 Course: Beginner to Advanced! , Udemy
- Most Essential & Popular Excel Formulas And Functions , Udemy

EXPERIENCE

Amazon

Pune

Customer Service Associate

September 2019 - PRESENT

- Resolving phone, chats and email customer inquiries.
- Processing and logging incoming calls into the CRM system..
- Forwarding and escalating inquiries to relevant individuals and departments.
- Providing superior services and promoting a friendly, comfortable environment by providing fast and friendly service.

Thomas Cook India

Mumbai

Customer Service Representative

Dec 2016 - June 2017

- Interacted with clients to determine their needs and advised them appropriate destinations, modes of transportations, travel dates, costs and accommodations.
- Generated revenue of 65 lakhs in a period of 7 months hence contributed to the company's revenue growth.
- Met monthly profit and sales targets
- Booked transportation, made hotel reservations and collected payment.