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.

EXPERIENCE

Amazon   Pune

Customer Service Associate

September 2019 - PRESENT

- Monitoring the customer satisfaction levels and developing methods for increasing them.
- Resolving phone, chats and email customer inquiries.
- Processing and logging incoming calls into the CRM system.
- Identifying customer needs by probing questions.
- Forwarding and escalating inquiries to relevant individuals and departments.
- Contacting customers to give them accurate feedback on the progress of their inquiries.
- 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.
- Consulted thousands of customers to help them make an itinerary for their travel by customizing their travel package.
- Provided relevant information, brochures and publications (guides, local customs, maps, regulations, events etc) to travelers.
- Booked transportation, made hotel reservations and collected payment.

SKILLS

Technical : **React**   **Javascript**   **HTML**   **CSS**   **Git**   **Python**   **Microsoft Office**

Consulting : **Problem Solving**   **Critical Thinking**   **Teamwork**   **Communication**   **Adaptability**

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

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.

EDUCATION

Savitribai Phule Pune University — *Bachelor of Engineering*
Electronics and Telecommunication