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

Google Operations Center   Hyderabad

Customer Support Senior Associate

March 2022 - PRESENT

- Troubleshooting and resolving issues related to DoubleClick Bid Manager (DBM), (exchange buying), Campaign Manager (CM) and Rich Media Publisher Page Issues, Search Ads 360. This includes technical troubleshooting of issues related to standard, rich-media, mobile and video(VAST) creatives, line items, tags, ad-serving, etc
- Providing product, troubleshooting & workflow guidance and training to new hires / newbie's in the support team.
- Educating the customers on product usage, from the basics to best practices mostly via emails/phone calls.
- Working on internal product initiatives like process automation, product improvement/suggestion/development etc. under client's direction.

Amazon   Pune

Customer Service Associate

September 2019 - March 2022

- Resolved phone, chats and email customer inquiries.
- Processed and logged incoming calls into the CRM system..
- Forwarded and escalated inquiries to relevant individuals and departments.
- Provided superior services and promoted 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.

PERSONAL PROJECTS

Money Lover

App that manages assets with a spending tracker and budget planner. And records personal and business financial transactions, generates spending reports, reviews weekly and monthly financial data.

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 favorites.

SKILLS

Technical :   **React, Styled-Components**, **Redux, Javascript, HTML, CSS, Git, Figma, Python**

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

EDUCATION

Savitribai Phule Pune University — *Bachelor of Engineering*   *2019*
Electronics and Telecommunication