

Syed Sufiyan

Customer Service Associate

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PROFESSIONAL SUMMARY

Customer Service Associate with 2.5 years of experience at Amazon, delivering efficient, empathetic, and timely support to customers across email, chat, and voice. Proven record in resolving issues, meeting performance targets, and maintaining high customer satisfaction in fast-paced environments.

SKILLS

- Customer Support (Email, Chat, Voice)
- CRM & Ticketing Tools
- Time Management & Multitasking
- Conflict Resolution
- Escalation Handling
- Verbal and Written Communication
- Team Collaboration

PROFESSIONAL EXPERIENCE

Amazon

Customer Service Associate - Hyderabad

Sep 2022 - Apr 2025

- Resolved customer issues related to orders, returns, and accounts through chat, email, and voice.
- Maintained KPIs including AHT, CSAT, QA, and adherence consistently.
- Escalated complex issues while ensuring customer satisfaction and process compliance.
- Collaborated with team members to identify process improvements and shared best practices.

EDUCATION

Intermediate - MPC

Noesis Junior College, Hyderabad

Graduated: 2021

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Urdu (Fluent)