



Key skills

- Communication Skills
- Problem Solving
- Adaptability
- Time Management
- Conflict Resolution
- Team Collaboration
- Emotional Intelligence
- Attention to Detail
- Critical Thinking



Personal Information

City **Jalandhar**

Country **INDIA**



Hobbies

- Team Sports (e.g. Cricket Football Basketball)
- Strategic/Puzzle Games (e.g. Chess Sudoku Logical Apps)
- Language Learning



Languages

- English
- Hindi

Vinay Verma

Customer Support Specialist



3 Years 0 Month



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Profile Summary

Motivated and detail-oriented professional seeking a dynamic role in a forward-thinking organization where I can apply and enhance my communication skills and precision. Eager to contribute to team success, embrace new challenges, and grow continuously in a fast-paced, adaptable environment.



Education

MBA/PGDM, 2024

Lovely Professional University
(LPU)

BCA, 2022

Guru Nanak Dev University
(GNDU)



Work Experience

Aug 2022 - Present

Customer Support Specialist
Amazon

- Handled 100+ customer interactions daily across multiple platforms with a 95%+ satisfaction rating
- Diagnosed and resolved technical issues, ensuring rapid and accurate solutions
- Collaborated with product and tech teams to identify and report recurring customer pain points
- Developed basic internal tools using Python and HTML to streamline documentation and FAQ access (if applicable)
- Trained and supported new hires, contributing to improved onboarding efficiency