

# VINAY VERMA

## CUSTOMER SUPPORT SPECIALIST

PHONE | (+91) 8360040760  
EMAIL | newraw70@gmail.com  
LOCATION | Jalandhar, INDIA  
EXPERIENCE | 3 Years 0 Month

### Key Skills

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

### Languages

- English
- Hindi

### Hobbies

- Cricket Volleyball Basketball

### Profile Summary

Seeking a challenging position in a reputable organization to leverage and expand my skills in communication and attention to detail. Eager to contribute positively to a dynamic work environment while continuously learning and growing. Adaptable and flexible to thrive in various professional settings.

### Work Experience

#### Customer Support Specialist

Amazon  
08/2022 - Present

Customer-focused and tech-savvy professional with 3 years of experience in delivering outstanding service and support in dynamic environments. Recognized for strong communication skills, a proactive approach to problem-solving, and the ability to remain calm under pressure. Adept in C and Python programming, bringing a unique blend of customer service excellence and technical knowledge to enhance operational efficiency and user satisfaction. Committed to continuous growth and contributing to a team's success through innovation and empathy.

### Education

#### MBA/PGDM - Operations

2024  
Lovely Professional University (LPU)

#### BCA - Computers

2022  
Guru Nanak Dev University (GNDU)

