Resume

Rahul Salve
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Synopsis

Highly active professional with rich and excellent experience in MNC, Ability to work independently as well part of team, an effective communicator with strong analytical, problem solving and organizational skills and abilities.

Career object

31st July 2017- 21st March 2023

Senior associate in amazon development centre BPO for international chat process

Role and Responsibility

- Handling live chats, email and resolving query of customer.
- Worked as a SME
- Also have experience in voice process and handled calls as per the business requirement.
- Have handle a team and given support as a SME.
- I have been part of Operations team which deals with Price match and Concessions Abuse Customers
- I have worked for Amazon.com , Amazon.in , Amazon.Ca , Amazon.ae customers.
- I have been trained on various operating unit to deal with customers from different unit.

Nov 2014 – March 2017

Senior Associate in Wipro BPO

Role and Responsibility

- Work with delta airlines, worked on online ticket and reservation.
- Also made changes in itinerary as per agent request.
- We worked as visually basic tools called as axis tools where we Analise and process request.
- Work as baggage claims manager with bagged issue of customer being in direct contact in the form of chat/Email.

Core Competencies

- ❖ Microsoft Power BI and Desktop Service
- ❖ Data Visualization
- ❖ Power Pivot
- ❖ Dax
- ❖ Power Query
- ❖ Microsoft Excel

Education
- Bachelors of Arts Pune University (Second class)
- Higher Secondary (Science) from Maharashtra Board
- Secondary Education from Maharashtra Board

Strengths

- Highly enthusiastic.
- Quick learner.
- Good communication with clients.
- Punctual on time.

Declaration

I hereby declare that above mentioned details are true and correct to be the best of my life knowledge and I belief and in the event of any information being found false or incorrect , my candidature will be liable to be cancelled.

Signature :

Date :