

SHANKOORI SAILOCHANA

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■ H.no: 1-7, Village: Kodicherla Mandal: Mendora District: Nizamabad
Pincode: 503219

OBJECTIVE

- i. I am seeking a role in a company where I can contribute my ideas and be mentored towards a successful career.
- ii. Create value for my prospective employer through my dedicated and diligent efforts.

EDUCATION

2016- I have completed an **MBA** program with a focus on **finance** from an esteemed institution affiliated with Jawaharlal Nehru Technological University in Hyderabad.

EXPERIENCE

2017-Till Date	Amazon development center India. Converted into full time Employee. Joined as a Seasonal Employee for customer care executive.
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Industry Knowledge: Amazon, Customer Service, Order Tracking

Technical Skills: Microsoft Office Suite

Soft Skills: Problem Solving, Teamwork, Organizational Skills, Time Management, Communication.

Roles & Responsibilities:

- Assisted customers with account inquiries, order status updates and returns in a fast-paced environment.
- Provided excellent customer service by following the company's core values of Integrity, Service, Reliability and Excellence.
- Maintained knowledge of all products sold on Amazon to ensure accurate responses to customer questions about product features and functionality.

- Communicated effectively with internal teams regarding escalated issues or escalations from customers as well as other associates for assistance when needed.
- Worked closely with team members across various functions including Operations, Quality Assurance (QA), Merchandising, Finance & Legal to resolve any issues that may arise during the selling process.
- Good written and verbal communication
- Having Strong interpersonal and analytical skills.
- Flexible to work any shifts and week offs.
- Demonstrated ability to work in a team.
- Quick learner.

ACHIEVEMENTS & AWARDS

- i. Won the best performer award for maintaining matrix for year 2019.
- ii. Won the customer obsession award for identifying the root causes of problems and taking appropriate corrective action for year 2020.
- iii. Received many positive reviews and appreciation from customers.

LANGUAGES

- Telugu
- Hindi
- English

PERSONAL DETAILS

Date of Birth : 12/03/1991
Marital Status : Single
Nationality : India
Passport : Yes
Gender : Female
Physical Disability Type : Orthopedic
Place : Hyderabad

