

PROFILE

SONY SHETTY

[Customer Support Executive]

I am a Customer Support Executive with six months of experience with Axis Bank as a Cashier and Branch Relationship Officer and 1.7S years in JP Morgan Chase as a customer service representative Skilled in Market Research, Campaign Planning and Social Media Management. Proven ability to lead cross functional teams and deliver results in fast paced environment.

**CONTACT**

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**EMAIL**

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**HOBBIES**

Community services.

Learning languages.

Baking and writing.

**SKILLS**

Spoken and Written Communication Skills.

Query Resolution.

Conflict Resolution.

Attention to Small Details.

**EDUCATION**

SSC – SICES HIGH SCOOL

2016 - 76.20%

HSC – Fr. Agnel’s Multipurpose School and Jr College

2018 - 61.36%

Graduation – Manjunatha College of Commerce

2021 - 9.85 CGPA

PGDBS – Manipal Global Academy Of BFSI

2024 – 8.32 CGPA

## **WORK EXPERIENCE**

Axis Bank ltd [Branch Relationship Officer]

October 2022 to March 2023

Provided face to face services and handled and handled customer’s complaints and concerns actively.

Concentrix [JPMC Process]

May 2023 to December 2024

Provided Best customer service on call and handled various concerns across all products.

**ACHIEVEMENT**

* Gold medalist in elocution and communication skills at inter college level.
* Organized various campaigns and events at previous organizations as a Team Leader and Game Changer.