

Aman Verma

+91-8448029906 | vermaaman580@gmail.com | linkedin.com/in/iamamanverma | New Delhi, India

Professional Summary

Remote-ready Customer Support & Operations Specialist with **5+ years** delivering exceptional technical support across global teams. Expert in troubleshooting, high-volume operations (**150+ weekly interactions**), and exceeding KPIs: **92%+ CSAT, 90% FCR, 98% QA compliance**. Proven self-manager skilled in asynchronous communication, virtual team leadership, and cross-timezone collaboration across Telecom, AdTech, and E-commerce.

Technical Skills & Remote Work Proficiencies

Technical Platforms: Advanced Excel, Salesforce, Zendesk, Facebook Ads Manager, MS Office Suite, Ticketing Systems, CRM Platforms, Billing Systems, Data Analysis & Reporting

Remote Collaboration: Zoom, Microsoft Teams, Slack, Google Meet, Asana, Trello, Jira, Google Workspace, Microsoft 365, Notion, Confluence

Core Competencies: Multi-channel Support (Chat/Email/Phone), Technical Troubleshooting, SLA Management, QA Compliance, Process Optimization, Escalation Management, Virtual Team Mentorship, Cross-cultural Communication

Languages: English (Fluent - Business & Technical), Hindi (Native)

Professional Experience

British Telecom (BT Group)

May 2022 – Nov 2025

Customer Support Specialist — Remote Operations

New Delhi, India

- Managed **150+ weekly customer interactions** across multiple time zones achieving **92% CSAT** and maintaining strict data privacy compliance in remote environment
- Achieved **90% First Call Resolution (FCR)** rate and reduced repeat tickets by **25%** through proactive communication and comprehensive digital documentation
- Retained **120+ at-risk customers annually** through dispute resolution, billing troubleshooting, and customized solutions while collaborating with distributed teams
- Maintained **98% QA audit score** for 12 consecutive months demonstrating strong accountability without direct supervision
- Led virtual EEasy Leads broadband campaign managing **300+ monthly prospects** with 100% data accuracy, generating actionable reports enabling sales team to prioritize **50+ qualified leads weekly**

Concentrix Daksh Services

May 2021 – Mar 2022

Senior Ads Support Specialist (Acting SME) — Hybrid/Remote

New Delhi, India

- Served as Acting SME for **15-person distributed team** supporting Meta advertising clients, providing technical guidance on complex campaign issues through digital platforms
- Improved team **SLA adherence by 15%** through virtual coaching sessions, workflow optimization, and standardized escalation procedures
- Reduced high-priority escalation TAT by **20%** implementing streamlined remote triage for policy-flagged accounts and delivery interruptions
- Diagnosed and resolved complex technical issues including pixel tracking failures, conversion optimization, ad restrictions, and payment processing errors
- Mentored remote team members on Facebook Ads policies and troubleshooting through video sessions and comprehensive documentation

Amazon Development Services

Jun 2020 – Jan 2021

Customer Service Associate — Work From Home

New Delhi, India

- Handled **40+ daily multi-channel interactions** with **99% accuracy** during peak pandemic, demonstrating adaptability to fully remote environment
- Achieved **4.2/5 CSAT** ranking in **top 20%** through excellent written communication and rapid resolution of shipping, account, and product inquiries
- Reduced team ticket backlog by **30%** during Prime Day through effective digital queue management and collaboration with distributed fulfillment teams
- Exceeded daily productivity targets while maintaining quality standards utilizing case management systems for comprehensive service records

Education

Amity University

Noida, India

Bachelor of Business Administration (BBA)

Jul 2023 – Jul 2026 (Expected)

Air Force Senior Secondary School

New Delhi, India

12th CBSE - Commerce

2017

Certifications & Professional Development

Professional & Life Skills Certificate (Amity) | Advanced Excel Certification (Amity) | Leadership & Motivation in Organization (Amity) | Strategic Human Resource Management (Amity) | Basics of Artificial Intelligence (Amity) | Lean Six Sigma Foundations

Additional Information

Work Availability: Flexible schedules, cross-timezone collaboration | **Home Office:** Dedicated workspace, high-speed internet, backup power, professional equipment | **CSR Leadership:** Assistant Coordinator organizing community engagement for 50+ children