**Harsh Joon**

Pitampura, New Delhi 110034

8130089547 harsh.joon68@gmail.com

*A motivated professional who identifies customer’s needs and delivers effective solutions. Always committed to provide high quality service that fits the customer’s needs. Pursuing business management helps me stay up-to and over 3+ years of Customer-centric jobs, Experience in handling cash, processing payments, and cementing patron relations with excellent interpersonal abilities. Service-oriented team member with articulate communication skills and a friendly demeanor.*

# EXPERIENCE

**Senior Representative** 09/ 2019 – Till date

*Concentrix Daksh PVT LTD, India*

• Working in Concentrix Daksh as a Sr. Representative for Amazon US Chat process (Technical support).

• Helping customer's troubleshooting the AI based devices like: Alexa, Kindle and Echo & Fire devices.

• Maintaining customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

• Improved customer satisfaction ratings by addressing issues and fostering timely resolution.

# EDUCATION

**Graduation in B.Tech (mechanical)** 12/2020

*Gateway institute of engineering and technology (DCRUST University )*

**Diploma in mechanical engineering** 12/2016

*PM College of Engineering*

# Skills

* Training new employees on regular basis
* MS Office
* Java
* JavaScript
* HTML
* CSS
* Customer Service
* Problem-Solving
* Management Skills
* Fast Learner

DECLERATION

I hereby declare that the above information is correct up to my knowledge and I will solely be responsible for any discrepancy found in them.

Signature

(Harsh joon)