



# PRERNA CHAWLA

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 468, bajaria, Ghaziabad

## EDUCATION

### Bachelor of Commerce honours

Mata Sundri College  
,Delhi University  
2020-2023

## SKILLS

Great Communication Skills  
Leadership Qualities  
SEO knowledge  
Teamwork

## LANGUAGE

English

Hindi

## Experience

 Jul 2022- Apr 2023

Amazon

### Customer Service Associate (International Voice Process)

Worked to achieve high customer satisfaction rates by providing optimal customer service and creative tattoo work.

Helped to increase customer return rates by providing excellent customer service at all times. Brought forth excellent customer service skills and a commitment to customer satisfaction

 Apr 2023-Present


Amazon

### Customer Service Associate (International Chat Process)

Assisted international customers with their queries regarding the orders they place.

- Assisted customers with empathy and politeness to gain their trust.

Helped to increase customer satisfaction rates by providing them excellent customer service

 Experience with International customers of region like Japan and handled their daily activities.

## Summary

Knowledgeable customer service management professional successful at improving team productivity, reducing escalated calls and increasing customer satisfaction scores.

Friendly and efficient customer service team member devoted to maximizing customer satisfaction with exceptional service and support.