

ARNOLD PHILIP GOODWIN

CONTACT

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LINKEDIN

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SOFTWARE

- Google Suite
- Slack
- Notion
- Freshdesk
- Chargebee
- Ameyo

SKILLS

- Customer service and support.
- Customer relations and communication.
- Complaint resolution.
- Creative problem solving.
- Presentation skills.
- Technical support and troubleshooting.
- Flexibility.
- Decision making.
- Fast learner.
- Emotional Intelligence .
- Critical Thinking Skills.
- Creativity.

HOBBIES

- Travelling and exploring.
- Playing football.
- Listening to music.

ADDITIONAL INFORMATION

Seeking a position to utilize my skills and abilities in the industry, a job where growth prospects are unlimited and individuality is recognised by work, and to achieve professional satisfaction by meeting higher responsibilities and involving in competent work access.

LANGUAGES:

- English.
- Hinid.
- Bengali.

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhance customer experiences by employing service oriented behaviors, understanding customer desires and providing customized solutions to build loyalty. Dedicated Customer Service professional having a successful track record of understanding client needs and providing quick resolution.

EXPERIENCE

September 2021 to Current

Customer Support Specialist *REMO*, Kolkata, India

- Provided primary customer support to internal and external customers in fast-paced manner.
- Patiently walked individuals through basic troubleshooting tasks.
- Identified bugs in clients events and shared it with the engineering team to find a quick fix.
- Supported customers throughout their event and delivered expert assistance for technical needs.
- Compiled customer feedback and recommended service delivery.
- Used company troubleshooting resolutions to evaluate technical problems while leveraging Personal expertise to find appropriate solutions.

September 2020 to September 2021

Customer Support Associate *Amazon*, Kolkata, India

- Answered product and service questions, suggesting other offerings to attract potential customers.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Responded to customer requests for products, services and company information.
- Answered questions regarding seller inventory, shipping, payments and buyer complaints.

April 2019 to September 2020

Senior Customer Service Executive *Kochar Tech*, Kolkata, India

- Provided excellent customer service by efficiently resolving issues and responding to inquiries.
- Listened to customers' questions and concerns to provide answers or responses.
- Handled multiple chats together, while maintain the AHT and CSAT.
- De-escalated irate customers and provided them resolution by understanding their situation and maintaining the company value.

EDUCATION

2020

Bachelors of Commerce- B.com (honours) International and Rural Marketing.

St. Xavier's College, Kolkata, India.

- Member of 'The Student's Council'.
- Elected Class Representative during the first four semesters (2017-19).
- Elected to General Manager (Hospitality) for 'XAVOTSAV' in 2018 and 2019.
- Represented College in several competitions.

2017

I.S.C Commerce

St. Mary's Orphanage and Day School., Kolkata, India.