

Akanksha Chopra

Resolution Specialist, Lead

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☎ 8851872341

📅 5 years, 5 months

An enthusiastic and result driven professional eager to make my career progression with unique combination of innovative methods and skills with more than five years of experience spanning across various domains.

Education

2020, Full Time
B.A. in English Honours
Delhi University - Other

2018, Full Time
AutoCad Software Course,
Commercial Computer-Aided Design
CADD E-SOFT

2017
Holy Innocents Public School,
CBSE BOARD

Work Experience

2022 - Present
Resolution Specialist, Lead
AMAZON.COM (United States)

Functioning as a problem solver for associates and customers.
Working independently on projects/tasks to identify and ultimately resolve customer pain points.
Facilitating communication between CS Associates and the management team via the ticketing/SIM process.
Successfully completes approved special projects as assigned.
Present ideas and drives actions via the team surface meetings.
Maintaining a high level of accessibility as a general resource for the site.

2021 - 2022
Amazon Business Associate
AMAZON.COM (United States)

Offered an exceptional customer service to large-scale, SMB and small business customers.
Helped international customers in their Business prime, shipping information payment related queries for bulk orders.
Ensuring that all business development activities are coordinated and executed in a timely manner.
Identified efforts that will have the greatest strategic impact.
Served as first point of contact for customer relationship management

2020-2021

Customer Service Associate (Retail)

AMAZON INDIA DEVELOPMENT CENTER Pvt. Ltd

Determined customer needs and provided appropriate solutions.
Effectively prioritized work time in various departments to meet business needs.
Followed up with customers to ensure the problem is solved.
Upheld quality control policies and procedures to increase customer satisfaction.
Maintained composure in highly escalated situations.
Approached problems logically and rationally.

2017 - 2020

ELEMENTARY TEACHER (PRIMARY)

KINDHEIT KINDERGARTEN SCHOOL (KKS)

Teach Science, Social Science, Computer, English to students of 1st - 5th grade.
Implemented new teaching methodologies like project-based learning, peer learning, STEM approach in learning.
Prepared course materials and curriculum mapping as per school prescribed syllabus, homework, assignments, and hand-outs.
Provided extra assistance to students who were struggling with their scores by giving them small group classes, individual teaching instruction after school hours.
Supervised outstation educational trips and House In charge.
Organized plays and dance performances.
School Assembly in charge.
Handled school website and updates on social media.
Was a member of behavior management program committee in school which reduced the need for disciplinary action
Provided individual assistance to the students and Conducted GK QUIZ, co-curricular activities.

Courses & Certifications

Certificate of offline course for Interior Design.

Certificate of online course on international learning.

Certificate on Communication and Collaboration by British Council.

Got certificate for attending India Design 2019 workshop.

Got certificate for completing training on "US Escalation Program" in Amazon Business.

Got certificate for completing training on "CA & US Prime Fall Deal Event" in Amazon Retail.

Key Skills

MS
Office

Analytical Skills

Effective
Communication

Multitasking

Curriculum
Development

Conflict
Resolution

Strong Work
Ethic

Creativity

Interpersonal
Skills

Behavior
Management

Product
Knowledge

2D and 3D design

Adaptability

Time Management

Digital Literacy

Emotional
Intelligence

Teamwork

Language

English
Expert

Hindi
Proficient

Personal Details

Date of Birth

31st July 1999

Gender

Female

Marital Status

Single

Other Interests

Travelling, Reading, Art, Design, Web Surfing

Extra-curricular Activity

Got first prize in Focus Scholastic Aptitude Test (FSAT) competition at inter school level by Focus IIT-JEE/PMT.

Mentor for Genius Gems Abacus Competition 2018.

Planned and organized several events for Kindheit kindergarten school.

First runner up in creative writing competition at school level.

Represented as a volunteer in the Mass awareness campaign and got awarded.

Participated in debates, essay writing competitions, and several Olympiads held at school level.

HONOR AWARDS

Outstanding Leader Award (09/2022)

Most Reliable Player Award (02/2021)

Customer Obsession Award (12/2020)

Honor's Certificate for excellent scholastic achievements