



Abhishek Sharma
E-commerce Customer Support Specialist driving high customer satisfaction and issue resolution in the online retail industry.

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Results-driven professional with 9 months of experience in customer support and 1.5 years as a content writer. Proven ability to deliver exceptional customer service, resolve inquiries effectively, and create engaging content. Skilled in communication, problem-solving, and multitasking to meet customer needs and drive brand success.

WORK EXPERIENCE

Tech Mahindra Customer Service Associate Manage a high volume of customer inquiries via call ensuring prompt and accurate resolution. Demonstrate strong product knowledge to provide accurate and comprehensive information to customers. Successfully resolve customer issues, resulting in a 95% satisfaction rate and a 20% reduction in escalations. Collaborate with cross-functional teams to identify and implement process improvements for enhanced efficiency and customer experience.	(August 09, 2022 - April 30, 2023)	Innovalance Learning System Subject Matter Expert Demonstrated leadership abilities by overseeing and managing a team. Conducted interviews, created teams, and provided ongoing guidance and support to team members. Managed multiple projects, including Chegg QA Live, Chegg SQNA, and Coursera, ensuring timely and accurate completion. Developed proficiency in Math-Type and Latex software for creating mathematical content. Played a key role in projects QA, ETBS, TBS, and Chegg CAPP, focusing on quality assurance and reviewing Client Feedback. Utilized subject expertise to solve subject-related questions in project QA and created an online book consisting of 750 questions. Uploaded the solved questions to the Varafy portal in Chegg CAPP.	(January 18, 2021 - June 25, 2022)
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EDUCATION

Narsee Monjee Institute Of Management Studies, Mumbai, Maharashtra Master of Business Administration, Operation Management	(August 05, 2022 - Present)	ABES Institute of technology, Ghaziabad, Uttar Pradesh Bachelor of Technology, Civil Engineering	(August 05, 2015 - June 28, 2019) 69.14%
CSHP Public School Intermediate, Science	(April 14, 2014 - May 25, 2015) 69.60%	CSHP Public School Matriculation	(April 02, 2012 - May 30, 2013) 72%

VOLUNTEER EXPERIENCE

Muskurahat Foundation Fundraiser Volunteer Actively participated in fundraising initiatives to support the mission and programs of the Muskurahat Foundation. Utilized persuasive communication skills to engage potential donors, explain the organization's goals, and secure financial contributions. Collaborated with a team of volunteers to organize fundraising events, create awareness campaigns, and reach fundraising targets. Recognized for exceeding fundraising goals by 20% through effective relationship-building and strategic donor engagement.	(December 11, 2020 - January 11, 2021)
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SKILLS

Communication	Customer Service
Problem-Solving	Empathy and Patience
Adaptability	Product Knowledge
Time Management	Team Collaboration
Technology Proficiency	Language Skills
Conflict Resolution	Attention to Detail
INTERESTS	Communication and Public Speaking
Volunteer Work	Customer Service Training
Problem-Solving Challenges	Cultural Awareness
Professional Development	

LANGUAGE SKILLS

English 8 <div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Hindi 9 <div><div></div><div></div><div></div><div></div><div></div><div></div></div>
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AWARDS

Certificate of Merit ABES Institute of technology Participated in ‘Science-Expo’ held on the occasion of ‘National science day’	(March 05, 2016)	Performance Solving Assessment (PSA) Central Board of Secondary Education (CBSE), Delhi Qualified Performance Solving Assessment conducted by CBSE, Delhi	(March 28, 2014)
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CERTIFICATIONS

Certification of Training MRJV Construction Company Intern - Site Engineer, Assisting in construction monitoring, quality inspections, and documentation.	(July 15, 2018)	Certification of Training ABES Institute of technology Successfully Completed Summer Training Program in Structural Design with Staad. Pro	(July 10, 2017)
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PUBLICATIONS

Eco-Friendly Water Filtration Tank for Rural Community International Journal for Scientific Research and Development https://www.ijsrcd.com/Article.php?manuscript=IJSRDV7I30039	(May 24, 2019)
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