





# Anusha Jain


Technical Customer Service Representative

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 Belagavi, Karnataka

 1997/12/26

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## Profile

People oriented individual with attention to detail and a positive attitude. Seeking the position of Technical Customer Support. Coming with strong knowledge of CRM systems and practices, and 3+ years' proven technical support knowledge on troubleshooting and ticketing

## Education

2016 – 2019 **Bachelor of Business Administration**  
Belagavi Jain College of Business Administration

## Professional Experience

2019 – present **Technical Customer Service Representative**  
Pune Amazon development center

- Recognized for ability to communicate with customers and provide exceptional service that ensures customer retention and positive feedback. Proven ability to increase customer satisfaction through communication skills as well as implement additional processes that drive team performance.
- Used ticketing systems to manage and process support actions and requests.
- The process of using data from CRM and other resources to make better business decisions.
- Find the root cause of the technical problem and worked on the solution with the help of troubleshooting steps and technical skills.
- Analyzed and evaluated the current business processes a company has and identified areas of improvement.
- Increased customer retention rate by 11% through Promoting Services with Presentation skills.
- Created, gathered, and managed analytic data needs of the lines of business and translated them into technical specifications.
- Experienced working with cross functional teams and ensure smooth delivery of the project.

## Skills

**Microsoft Excel** ● ● ● ● ●  
Managed large sets of data, created a dynamic report with Excel PivotTables and Performed the use of some of Excel's most popular and highly sought-after functions (SUM, VLOOKUP, IF, AVERAGE, INDEX/MATCH, and many more...).

**Research and Analysis** ● ● ● ● ●  
A good understanding of the full project life cycle.

**Technical Support** ● ● ● ● ●

**Communication** ● ● ● ● ●

**SQL** ● ● ● ● ●  
Strong SQL analysis and development expertise.

## Accomplishments

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- Professionally processed 80+ calls and chat per day, helping and providing information and service to ensure customer satisfaction.
- Have won "Spotlight" reward for 2 times Achieved Gold reward as a Top performer during peak days.
- Improved the productivity of the team by bringing down the customer wait time by 2 minutes.
- Responded to all live customer queries immediately with 24-hour resolution times.
- Involved with the operation's team to find the solutions that was hampering customer's satisfaction.
- Facilitated customer satisfaction surveys, receiving a score of 99% satisfaction.
- Took 100 to 120 calls in a day in technical downtime and gave the best possible resolution to customers and achieved 100% customer satisfaction.