

BUSHRA YASEEN

Location: Hyderabad, India ·

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Past Work Experience

Tide - (Feb 2024 - Nov 2024)

Front line associate

Engaged in direct communication with SMEs to resolve banking-related queries. Ensured a seamless customer experience by troubleshooting financial issues, mentoring new team members, and contributing to process improvements. Resolved technical issues with banking platform and apps.

Amazon India - (Sept 2022 - Oct 2023)

Technical Support Associate

Provided real-time troubleshooting and technical support for Amazon's digital services, applications and devices. Analyzed and resolved issues efficiently while escalating complex cases as needed.

Amazon India - (Nov 2021 - Apr 2022)

Virtual Customer Support Associate

Assisted customers, drivers, and delivery partners in resolving delivery and technical issues related to Amazon's services and devices. Identified and mitigated potential issues to enhance overall customer experience and service performance.

Education

Graduate

Skills

- Strong Communication
- Problem Solving
- IT tools
- Data Analysis
- Technical Support
- Negotiation
- Team Management