



R.Aslin Nikesh

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Customer Support

- Highly qualified customer support professional with 2 years experience and specialization in providing customer services for all Amazon and HDB Financial service users.

Objective

To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating environment.

Experience

- **Sutherland** September 1, 2018 - March 4, 2020
Customer Service executive
 - Worked as a live chat agent and also as a semi voice agent based on the requirement for Amazon US clients.
 - Mission to deliver timely, accurate and professional customer service to all customer.
 - Assisting customers in expediting orders and correcting post-sales problems.
 - Assisting customers with any troubles or inquiries they might have.
 - In maintaining adequate company and product knowledge.
 - Worked in Amazon.com under retail support but have knowledge over kindle, Alexa and Amazon.in Retail supports
- **HDB Financial Service** January 8, 2020 - Till date
Working as a Relationship Manager in HDFC bank
 - Sound knowledge of the company's products and offerings.
 - Share valuable understandable information's on products and services.
 - Have experience in handling HDFC customers. Portfolio size is around 1500-2000 customers. I will be fulfilling thier banking needs.
 - Resolving the customer problems on time.

Education

- **Indira Institute of Engineering and Technology** 2017
B.E Mechanical Engineering
6.8
- **St.Vincent Matriculation Higher Secondary School** 2013
12th(Higher Secondary Education)
70%

Skills

- Computer knowledge skills: 1.Ability to use a desktop computer system familiarity with Windows XP, Microsoft Outlook, Microsoft Word and Internet Explorer. 2.Excellent typing skills. 3.Demonstrable understanding of the internet, Amazon.com websites and competitor websites. Communication skills: 1.Excellent communication skills (Written and Verbal). 2.Ability to communicate correctly and clearly with all customers

Technical Skills

- **Amazon.com**
Amazon payments specialist team, Kindle support, Retail support, Alexa, Amazon.in Retail support.
- **HDB Financial service**
Handling HDFC bank payment queries.

Language

- *English *Tamil

Personal Details

- Date of Birth : 31/07/1995
 - Marital Status : Single
 - Nationality : Indian
 - Age : 26
 - Sex : Male
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