

RAJKUMAR KB

No-105, Bharathiyar street, chinnaswamy Nagar, Kanchipuram - 631502

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✉ : rkchella17@gmail.com

Nationality : Indian
Gender : Male
Date of Birth : 10 June 1995
Marital Status : Unmarried
Language Skills : English and Tamil
Availability : Immediate Joining



Seeking a position to utilize my skills and abilities in the Quality Services that offers professional growth while being resourceful, innovative and flexible. Willing to work as a key-player in challenging and creative environment.

CAREER SNAPSHOT

- 3.3 years Experienced in Amazon Technical support for US and UK customers.
- Experienced in Handling the customer issues after the product release.
- Understand the product requirements and explain it to the Customers for clarification.
- Understand the customer needs and collecting the customer feedbacks and forward it to the Development team via CSC Tool.
- Handling Amazon Devices and Amazon related Applications issue faced by the customers in the daily life.
- Sharing the Effective ideas to the development team to implement the new features in Amazon products.
- Strong troubleshooting Knowledge to resolve the Customer issues via email and chat.
- Effective at working multiple tasks and delivering based on defined schedules.
- Attending the Team meeting in the daily basis and also Attending Issue discussion meeting with Development team.
- Raising the defects via CSC tool to the development team and also check the status in daily basis.
- Handling live ticketing issues and follow up with Customer requests and ensure that a high-quality service is provided.

TECHNICAL SKILLS

- | | | |
|------------------|-------------------|------------------|
| • Manual Testing | • Troubleshooting | • Live Ticketing |
| • Reporting | • Device Testing | • Defect Status |
| • MS-Excel | • Outlook | • Selenium Java |

ACADEMIC PROFILE

- Completed BE(EEE) in Tagore Engineering College (Chennai) with 72% (2016).
- Completed Higher secondary in Anderson Higher Secondary school (Kanchipuram) with 77% (2012).
- Completed SSLC in Anderson Higher Secondary School (Kanchipuram) with 82% (2010).

GLOBAL EXPOSURE

- Experience in interacting with the stakeholders.

Organization	Designation	Duration
Sutherland Global Services (Chennai)	Associate - CS (Amazon Technical Support)	Oct 2019 - Jan 2023
Metro Water Porur (A.S.K Enterprises)	Maintenance Engineer (Contract Role)	May 2017 - Apr 2018

PROJECTS HANDLED

Project #1 : *Amazon-Platforms (AV) - Technical Support (May 2021 - January 2023)*
Domain : Video, Music and Alexa Skills (Fire TV, Fire tablet, Echo and Kindle devices)
Role : Team Member
Team Size : 10

Project #2 : *Amazon-Platforms (AV) - Technical Support (October 2019 - April 2021)*
Domain : Mobile/Tablet (Amazon, Kindle, Alexa App and Website)
Role : Team Member
Team Size : 12

DECLARATION

I hereby assure you that the details given above are true to my knowledge and belief.

Date:

Your faithfully

Place: Kanchipuram

K.B.Rajkumar