



SOURABH PASWAN

SUPPORT SPECIALIST

With 2 years of experience in the BPO industry, I have developed strong expertise in both voice and non-voice processes, including chat operations. My career reflects a commitment to delivering exceptional customer service, strong communication skills, and a proven record of improving customer satisfaction. I am seeking new opportunities to apply my skills in a dynamic organization.

Contact

Phone

+91 8103665109 , 9691352809

Email

adhyanshpaswan09@gmail.com

Address

Indore, MP, India

Education

- Secondary Education CBSE
January 2018 (PASSED)
- Higher Secondary Education
January 2020 (PASSED)
- Bachelor Of Pharmacy
BITS BHOPAL
PURSUING

ACHIEVEMENTS & CERTIFICATES

- Winner, Intercollege Essay Competition-2021
- Certified in ethical hacking – 2019
- McKinsey forward program -3 months (2025)

LinkedIn

- [Https://www.linkedin.com/in/sourabh-paswan-50bb502](https://www.linkedin.com/in/sourabh-paswan-50bb502)

Language

English , Hindi

Experience

○ SEPTEMBER 2024 - CURRENT

AMAZON BUSINESS DEVELOPMENT CENTER- REMOTE
SUPPORT SPECIALIST BUSINESS

- Handled North America and Canada-based customers, resolving order and logistics issues. Additionally, worked for 8 months in the financial support department as per business requirements.
- Resolved customer inquiries and issues efficiently, enhancing overall customer satisfaction and service quality.
- Collaborated with team members to streamline support processes, leading to improved resolution times and service consistency.
- Assisted in training new associates, providing guidance on best practices to promote team effectiveness and knowledge sharing.
- Utilized CRM tools to track customer interactions, ensuring accurate documentation and follow-up on outstanding issues.
- Provided expert-level customer support by addressing complex inquiries, resulting in improved customer satisfaction and loyalty.
- Streamlined ticket resolution processes by implementing best practices, enhancing response times and overall service efficiency.
- Collaborated with cross-functional teams to identify recurring issues, leading to the development of proactive solutions and resource guides.
- Trained new associates on customer service protocols and tools, fostering a knowledgeable and effective support team.

○ FEBRUARY 2021 - FEBRUARY 2022

KOCHARTECH MAXICUS -REMOTE
Customer Support Associate

- Handled Indian customers for an insurance process, assisting them with issues related to their policies and claims.
- Provided exceptional customer service, resolving inquiries and complaints to ensure a positive customer experience.
- Assisted in training new team members, enhancing their understanding of customer support processes and tools.
- Managed customer feedback effectively, implementing suggestions to improve service quality and operational efficiency.
- Utilized CRM software to track interactions, ensuring accurate documentation of customer issues and resolutions.
- Resolved customer inquiries by applying product knowledge, enhancing user satisfaction through effective communication and timely support.
- Collaborated with team members to streamline support processes, resulting in improved response times and customer engagement.
- Trained new associates on customer service protocols, fostering a team-oriented environment and enhancing overall service quality.
- Managed customer feedback reports, identifying trends and suggesting improvements to elevate service delivery standards.

SKILLS

- Customer issue resolution
- Order management
- Logistics coordination
- Financial sector support
- Customer satisfaction enhancement
- Remote support

○ INTERESTS

Riding Bike, Swimming, Listening To Music

○ PERSONAL DETAILS

Date of Birth - 09/11/2002

Nationality - INDIAN

Marital Status - SINGLE

Gender - MALE

DECLARATION

I hereby declare that all the above written information is true to the best of my knowledge and belief

SOURABH PASWAN