

WILSON CHANDEKAR

Phone:7058837112

Email:wilsonchandekar@gmail.com

Address:Shreeniwas Vihar housing society, sect 26, Plot 17/2, Near Ganesh talav,
Pradhikaran, Pune - 411044, Pune, 411044 (IN)

EMPLOYMENT HISTORY

Aug. 2020 – Aug. 2021 Pune, Maharashtra

Customer service associate, Amazon

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.

EDUCATION

BBA: Computer Applications

Present

- Ramkrishna More college of Arts , Science and Commerce - Pune, Maharashtra

High School Diploma: Science

Mar. 2014

- St. Ursula High School - Pune, Maharashtra

SKILLS

Data Entry

Experienced

Photoshop, Video Editing

skillfull

**Customer Handeling,
Marketing**

Experienced

Web Development

Beginner

