

Subham Kumar

Process Associate

To pursue a challenging career in an esteemed organization, where there is a scope for growth, improvement and where I can apply the knowledge that I have acquired in my work experience & would like to become a valuable asset to the organization & play an important role in company's growth.

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📍 Hyderabad, India

SKILLS

Customer service

Critical thinking skills

Effective listening

Clear communication skills

Quick Learner

Problem Solving

Creativity

Ability to use positive language

WORK EXPERIENCE

Process Associate - Google client

Genpact

03/2019 - 01/2021

Hyderabad, India

- Help the customers to resolve the issue related to Google Play and Pay via chats and emails.
- Attended soft skills, people management and leadership sessions on a frequent basis.
- Led a team of 10 people and worked as an aux subject matter expert for 3 months.
- Maintained excellent team relationships by providing guidance and extra training to struggling team members.
- Responding to the users as per my critical thinking and analysis.
- Troubleshooting the user's issues and helping them with the best possible resolution.
- Understanding the situation and responding collectively.
- Collecting data in excel sheet and sending to our manager.
- Forecasting data from the excel sheet by comparing the old data.

Seller Support Associate

Amazon

03/2017 - 07/2018

Hyderabad, India

- Establish and maintain productive working relationships with the current and potential sellers.
- Run campaign and adds for the different products.
- Evaluating and researching requests from FBA Sellers for lost and damaged inventory in a contact center environment.
- Help the seller to know how to create promotions and lighting deals.
- Successful achieving first time resolution on all seller contacts.
- Recognizing and identifying the system, process and policy issues impacting firm's Sellers partners.
- Reconciliation of stock using excel.
- Provide reimbursement to the seller.
- Schedule pick-up and appointment.
- Process feedback removal request.

- Help the seller to know how to create coupons.

EDUCATION

COURSE	COLLEGE/INSTITUTION NAME	YEAR OF PASSING	PERCENTAGE
B.Tech	Lovely Professional University, Punjab	2016	68.49%
HSC	Narayana Junior college, Andhra Pradesh	2012	84.70%
SSC	Kendriya Vidyalaya no. 1, Andhra Pradesh	2010	70.30%

HIGHLIGHTS

- Detecting, diagnosing and troubleshooting basic and advanced computer issues related to operating system(Windows).
- Operating Systems: Windows 7/8/8.1/10.
- Quick learner with ability to translate complex ideas and processes into technical facts or persuasive nontechnical presentation.
- MS Word, MS Excel.

ACHIEVEMENTS

- 7 times awarded as a valuable player of our team in Amazon.
- Awarded as a best performer of the year 2017- 2018 in Amazon.
- Awarded 3 times as a best performer in Genpact.
- Resolved an average of 94% inquiries per day.

LANGUAGES

Hindi, English, Telugu, Bengali.

DECLARATION

I hereby declare that all the statements stated above are correct and true to the best of my knowledge and belief.

SUBHAM KUMAR

PLACE: Hyderabad

DATE: 20/02/2021