



# UNNI SHAJI

## CUSTOMER SUPPORT ASSOCIATE

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### CONTACT

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- ☎ +971 543465548
- ✉ unnishaji56@gmail.com
- 📍 403,Nakeel Building 2586, Muwailah,Sharjah

### PASSPORT INFO

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- Passport No : U6384885
- Issue of Date : 13/01/2020
- Date of Expiry : 12/01/2030
- Visa Status : Visit Visa

### PERSONAL INFO

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- Nationality : Indian
- Date of Birth : 11/10/1995
- Gender : Male
- Martial Status : Single

### TECHINICAL SKILLS

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- Customer Support
- Digital Marketing
- Social Media Marketing
- SEO
- Canva
- Photo Editing
- MS Office
- Data Entry

### LANGUAGES

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- English
- Hindi
- Malayalam
- Tamil

### PROFILE SUMMARY

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Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

### WORK EXPERIENCE

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#### ■ Customer Support Associate (Amazon)-Sutherland Global Services, Kochi,kerala

October 2022-October 2023

- Providing assistance and support for customers via Chat / Email
- Support customers for resolving technical issues or queries for regarding their application
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Answered questions regarding seller inventory, shipping, payments and buyer complaints.
- Issued credits for contested returns, shipping fees and damaged merchandise.
- Provided seller support on refunds, posted feedback and policy changes.
- Answered constant flow of customer calls with minimal wait times.
- Handled customer inquiries and suggestions courteously and professionally.

#### ■ Digital Marketing Executive - CEARSLEG Technologies, Trivandrum,kerala

August 2020-September 2021

- Working with Real time projects
- Lead generation to the clients project
- Social media promotions to the client
- Support clients for resolving queries regarding their projec

## AREA OF INTEREST

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Customer Support

Data Entry

Social Media Marketing

Photo Editing

Video Editing

## STRENGTH AND QUALITIES

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Team Work

Caring about other people

Collaborating and working well with other members

Comforting people when they need it

## KEY SKILLS

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Flexible and Adaptable

Self Starter

Communication

Team Player

## HOBBIES

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Music

Travelling

Editing

## EDUCATION QUALIFICATION

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### ■ Master Of Computer Application

MCA - Mahatma Ghandi University

September 2017 - December 2019

Thiruvalla, Kerala

### ■ Bachelor Of Computer Application

BCA - Mahatma Ghandi University

June 2014 - March 2017

Thiruvalla, Kerala

## CERTIFICATIONS

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- Experience Certificate in Customer Support Associate From Sutherland Global Services, Kochi, Kerala, India
- Course Completion & Internship Experience Certificate in Digital Marketing From CEARSLEG Technologies, Trivandrum, Kerala, India
- Fundamentals Of Digital Marketing From Google Digital Unlocked
- Google Ads Display Certification From Google
- Google Ads Search Certification From Google
- Google Ads Measurement Certification From Google
- Google Ads Apps Certification From Google
- Google Ads Video Certification From Google
- Shopping Ads Certification From Google

## DECLARATION

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I hereby declare that the above mentioned information is correct to the best of my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**UNNI SHAJI**