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India

TECHNICAL SKILLS

CRM software

Microsoft Office Suite

HR software

Technical support

SOFT SKILLS

Relationship building

Communication

Problem-solving

Adaptability

Team work

Customer satisfaction

Time management

Customer Service

WORK EXPERIENCE

Customer Support Specialist

Rackspace Technology

09/2023 - 09/2024

Achievements/Tasks

- Open and create tickets for customers relating to server/cloud office and MS65 related queries and then transferring them to proper Queue.
- Leveraged direct communication with account managers to provide tailored support and address inquiries, resulting in increased customer retention and loyalty.

Sr. HR Associate- III

Amazon ERC Support

02/2022 - 11/2022

Amazon's Employee Resource Center (ERC) is a dedicated department designed to provide comprehensive support and resources to its employees. Acting as a central point of contact, the ERC offers a range of services to assist Amazonians in various aspects of their professional and personal lives.

Achievements/Tasks

- To act as first point of contact in Amazon US (Employee resource Centre) for employees day to day issues by educating them for leaves, wages, payroll, medical & housing allowance and other benefits.
- Working on Panorama (salesforce), People soft, Trouble Ticketing, Allsec and ADP (Payroll), Financial Benefits, Health & Welfare Benefits (Tower Watson) & compensation.
- All through calls/emails and by creating tickets for employees.

Contact : S Parimala

Operations Executive

Startek India

06/2021 - 01/2022

Bhopal

ZOMATO SUPPORT

- To deal with real time customers on priority with quick solution on real time basis by calls, chats and mails.

Customer Service Executive

Irvine Digital Media Pvt. Ltd

04/2019 - 05/2020

Lucknow

International (U.S.) Voice Process

Achievements/Tasks

- Handling customers' queries and resolving their technical errors on their devices.

EDUCATION