

somshang



Somshankar
Gaikwad





Somshankar Gaikwad · 3rd
Senior Customer Support Associate

- Amazon development center pune
 - [Savitribai Phule Pune University](#)
- Pune, Maharashtra, India · [Contact info](#)
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Experience

Customer Support Analyst
Amazon development center pune · Full-time
Oct 2017 - Present · 6 yrs
Maharashtra, India
Skills: Customer Service

Senior Customer Support Analyst
Amazon Development Center · Full-time
Oct 2017 - Present · 6 yrs
Pune, Maharashtra, India · On-site
Manage a high volume of customer inquiries via phone, email, and chat, addressing concerns and providing accurate information.
Skills: Support Management · Technical Support · Customer Support



Resume.pdf

Education

Savitribai Phule Pune University
Bachelor of Engineering - BE, Mechanical Engineering
Oct 2020
Grade: First Class with Distinction

Skills

Customer Satisfaction

Support Management

Senior Customer Support Analyst at Amazon Development Center

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