





SWATHI PRIYA

PROFILE

Dedicated and detail-oriented Customer Service specialist with 4+ years of experience across various departments. Adept at prioritising tasks, managing multiple responsibilities simultaneously, and consistently following through to achieve objectives. Known for flexibility and goal-oriented approach, with a strong skill set in scheduling, customer relationship management, and document control. A dependable self-starter and forward-thinker who excels in collaborative team environments.

CONTACT

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EDUCATION

- **B.E. Electronics and Communication Engineering (81%)**
J.J. College of Engineering & Technology, Trichy
- **Higher Secondary Certificate (HSC) (87%)**
P.S.C Senior High School, Virudhunagar
- **Secondary School Leaving Certificate (SSLC) (93.7%)**
Bharathi Vidyalaya High School, Kulithalai

WORK EXPERIENCE

Amazon India Pvt Ltd - Virtual Customer Associate May 2023 – March 2024

- Provided effective solutions to North American customers through chat, ensuring high customer satisfaction
- Utilized software tools to navigate customer accounts, research policies, and troubleshoot issues
- Handled inquiries from diverse international customers, demonstrating cross-cultural communication skills
- Maintained confidentiality of customer information and adhered to company policies.
- Built rapport with customers through courteous and professional communications.
- Maximized customer satisfaction by resolving service issues promptly.
- Monitored customer surveys and feedback to develop corrective actions for service-related issues.
- Developed empathetic client relationships and earned reputation for consistently exceeding sales goals.
- Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.
- Remained updated on company offerings through regular product research.
- Stayed current on policies, procedures and standards to offer optimal support.
- Collaborated with cross-functional teams to address customer concerns and enhance overall customer satisfaction in a virtual setting

SKILLS

- Customer needs analysis
- Process optimisation
- Remote teamwork
- Exceptional communication
- Multi-tasking
- Customer complaint management
- Team Leadership
- Administrative support
- Microsoft Office
- Problem-solving
- Training and development
- Document management

Randstad India Pvt Ltd - Process Executive April 2022 - April 2023

- Validated and labeled video sequences for autonomous cars and chassis control systems.
- Synchronized recorded video files with the master database and annotated images.
- Assisted team members with video labeling issues and challenges.
- Contributed to the development of infrastructure for camera-mounted autonomous capable vehicles.

SRI ENERGY INC. - Engineer- ISO/API Management Representative September 2018 - November 2020

- Managed customer communication and third-party queries, providing root cause analysis for issues
- Led a team of 3 employees, overseeing document maintenance and updating company records
- Conducted training sessions for new employees, ensuring awareness of company policies and standards
- Monitored compliance with quality, environmental, health, and safety management systems.
- Oversaw QHSE Site Induction pack, maintained records and confirmed all staff and contractors completed induction.
- Conducted risk assessments to add control measures, creating healthier and safer environment.
- Trained and coached employees on health and safety protocols to reduce accidents and injuries.
- Led adherence to internal safety and operational procedures to reduce risks and costs by protecting employees, equipment and property.
- Kept project leaders regularly updated with progress, maintaining open, productive communication.
- Conducted internal audits to identify areas for improvement and drive process optimization within the organization

Licenses & Certifications:

- **Certified Internal Auditor: ISO 9001:2015, ISO 14001:2015, ISO 45001:2018**
Certified by Bureau Veritas
- **Certified Internal Auditor: API SPEC Q1**
Certified by dH Quality Management System