

Amit Srivastava

srivastavasaurabh0873@gmail.com | +91 7571000914 | Lucknow

CAREER OBJECTIVE

To obtain a Customer Service Associate position where I can utilize my communication skills, problem-solving ability, and experience from the Amazon process to deliver excellent customer support and contribute to the organization's service quality.

WORK EXPERIENCE

Customer Service Associate

Sep 2025 - Present

Teleperformance, Lucknow

- Handled customer queries through calls with clear and professional communication
- Assisted customers with orders status refunds returns replacement and delivery issues
- Resolved customer complaints by providing accurate and timely solution.
- Maintained a cal and polite tone while dealing with difficult or escalated customers.

Corporate Sales Executive

Jan 2025 - Aug 2025

Kinetic Green EV, Lucknow

- Identify and approached potential customers interested in electric vehicle .
- Explained product features , pricing plans to customers .
- Conducted tests rides and product demonstrations to built customer confidence.
- participated in promotional activities , field visits , and on-ground marketing events .
- Handled customer objectives and provided solutions to complete the sales cycle .

EDUCATION

Bachelor of Commerce (B.Com),

2022 - 2025

MLK PG COLLEGE BALRAMPUR

Senior Secondary (XII), CISCE

2022

Commerce

Jesus & Mary School, Balrampur

Percentage: 81.30%

Secondary (X), ICSE

2020

Jesus & Mary School, Balrampur

Percentage: 78.70%

SKILLS

- Effective Communication
- Conflict Management
- Client Relationship Management (CRM)
- Lead Generation
- Negotiations