



# SUNIL KUMAR

Operations Specialist

## PROFILE

I'm a passionate person when it comes to work & art. A positive creative individual with a smile. I want to work in an organization and reach the pinnacle in my field with sheer determination, declaration and hard work.

I'm seeking employment with a company where I can grow professionally and personally. I want to succeed in a stimulating and challenging environment that will provide me with advancement opportunities.

## EDUCATION

### IBS PUNE, ICFAI Business School

2018 - 2020

Post Graduate degree in Marketing and Operation

Certified in Digital Marketing and Advertising

Certified in Ad creation and editing

### VITAM, Vignan Institute Of Technology & Management

2011 - 2015

Degree in Mechanical Engineering

Completed projects in Turbine building at BHEL

Completed projects in building of SI engine

## WORK EXPERIENCE

### Amazon Operations Specialist

July 2020 -

Deals with invoice quality with multiple transportation services and operations issues and activities related to transportation optimization.

Was able to work on geocoding and find best route for deliveries.

Maintain and audit the deliveries and their respective geocodes

Able to work on Proactive and Reactive cases depending upon the flow of deliveries

### Whitehatjr Sales Manager

April 2020 - July 2020

Utilize my skills to generate high quality leads and build a strong relation with customer.

Possess strong negotiating skills along and able to close deals.

Maintain detailed logs and reports of services performed, profit and budget information.

Helps in sales and repair areas as needed and maintain comprehensive knowledge of operations.

### Amazon Customer service

2015 -2017

Handled NA chats for LLM

Assisting customers with any inquiries while ensuring the highest customer satisfaction are met.

Answered customer questions and resolved service issues in a timely manner.

Diagnosed customer issues by asking probing questions and write up repair solutions.

## CONTACT

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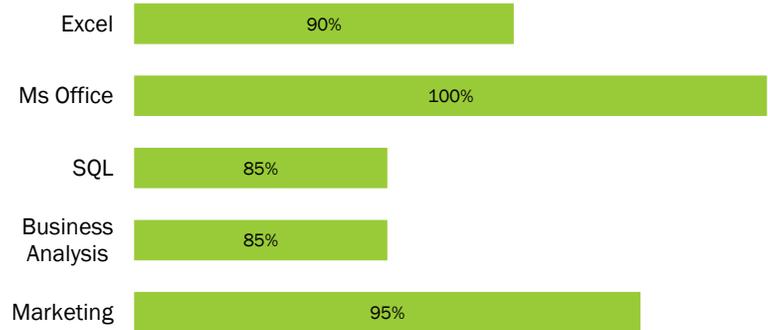
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### Languages:

ENGLISH  
HINDI  
ODIYA  
TELUGU

## PROFESSIONAL



## STRENGTHS

