

# VISHNU LATA

## SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.



## EXPERIENCE

**Virtual Customer Service Associate, 02/2022 - 04/2023**  
**Amazon Development Center - Jaipur, India**

- Provided customer service support to clients via phone, email, and chat.
- Assisted customers with inquiries regarding product features and services.
- Answered incoming calls promptly and professionally.
- Processed orders, returns, and exchanges efficiently and accurately.
- Collaborated with cross-functional teams for problem resolution.
- Ensured compliance with company policies and procedures when handling customer issues.

## EDUCATION AND TRAINING

**MBA, Finance**

**MAISM - Jaipur**

**Bachelor of Commerce, Accountancy**

**MDSU - Ajmer**

## LANGUAGES

**Hindi:** First Language

**English:**

C1

**Japanese:**

B2

Advanced (C1)

Upper Intermediate (B2)

## CONTACT

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## SKILLS

- MS Office: Word, Excel, Power Point Presentation
- Adaptability
- Time Management
- Quick Learner
- Effective Communication Skill
- Cross-Functional Collaboration
- Japanese Language (N4 Certified)

## ACTIVITIES AND HONORS

- Member Of LEO Club