



# Afreen Khatoon

Customer support

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## Languages

Telugu

English

Hindi

## About

With managerial experience at Nykaa Store and a support role at Amazon, I excel in luxury brand sales and customer service across North America and Europe. Skilled in meeting diverse customer needs with a focus on beauty and fragrances.

### BRANDS WORKED WITH

Amazon Development Center

Nykaa Store

## Experience

### ● Customer support associate

Amazon Development Center | Jun 2022 - Aug 2023

- Worked for international process in North America and Europe region.
- Respond to customer inquiries via email and chat, ensuring timely and effective resolutions.
- Provided frontline support for customer inquiries, troubleshooting technical issues and guiding customers through problem-solving steps.

### ● Customer Support Retail, team member

Nykaa Store | Apr 2021 - May 2022

- Demonstrated strong customer service skills with fluent communication with customers.
- Emphasizing achievements, such as meeting sales targets and received positive feedback from customers.
- Maintained a clean and organized work environment, following health and safety standards.
- Maintained high sales in luxury brands.
- Did makeover to many clients at the store visit.

## Education & Training

### ● Good Samaritan High School

High School Diploma,

### ● Don Bosco Degree College, Osmania University

Bachelors in Commerce,