

Tsewang Kevin Lee

25 | Male | IMNU | Major – Marketing | Minor – Operations Management



ACADEMIC ACHIEVEMENTS			
MBA	2023-2025	Institute of Management, Nirma University	
B. Com	2016-2019	St Xaviers College, Kolkata	51.38 %
XII ISC	2015-2016	St Xavier’s Collegiate School, Kolkata	72.80 %
X ICSE	2013-2014	St Josephs School North Point, Darjeeling	78.60 %
<ul style="list-style-type: none"> Awarded Certificate of Honour in football for outstanding performance during 2nd year undergraduate (2016-17) Awarded Certificate of Honour in football for representing the college team for three years in a row (2016-19) 			
WORK EXPERIENCE			
Customer service associate		Amazon	Sep 2019 – Nov 2021
Associate for NA region focussing on customer-solving issues	<ul style="list-style-type: none"> Providing solutions for customer problems and preventing issues in future Assisting customers from North America with emergency problems or unexpected situations - this includes everything from order and product questions to payment related matters and website guidance Worked as a subject matter expert (temporary role) and helped new hired trainees with process related queries 		
INTERNSHIPS			
		Sahyogita NGO Kolkata	Oct 2018 – Nov 2018
Marketing and Design Intern	<ul style="list-style-type: none"> Promoting work for marketing and design (flyers, posters) Part of field visitations wherein I helped underprivileged kids with study material Responsible for Coordinating and planning medical camps for underprivileged people 		
EXTRACURRICULAR ACHIEVEMENTS			
Smile Award	<ul style="list-style-type: none"> Received Smile Award by Amazon for displaying outstanding customer obsession in 2019 		