

Jason Mackenzie

SUPPORT ASSOCIATE

CONTACT

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SKILLS

Client Relationship
Management
Project Management
Managed Services
Secondary Research
Operational Reporting
SQL & Tableau
Excellent Communication
Strong attention to details
Accurate problem solving

EDUCATION

MBA (Marketing)

**National Institute of
Business**

Aug 2013 - Jul 2016

BBA (Marketing)

New York University - NY

Jul 2009 - Jun 2012

SUMMARY

Highly skilled professional with more than 7 years of experience and proven knowledge of relationship management, project management, and Training & Mentoring. Strong background in customer-facing environments (B2B, B2C). Familiar with ISDA Risk and Regulatory compliance. Operates with an ethical, commercial and customer-focused approach coupled with positive approach to the industry requirements.

EXPERIENCE

Sr. Support Associate

Amazon Global Services *Sep 2015 - Present*

- Customer due diligence including On-boarding client, uploading/managing information of their entities and documents
- Providing demos and training to the clients for better understanding and knowledge of the product
- Identifying, enhancing and creating measures to ensure compliance with existing, updated and new compliance requirements, including but not limited to, market rules and ISDA Standards
- Managing projects for internal and external stakeholders and delivering results exceeding expectations
- Supporting internal stakeholders & external clients with data analysis
- Preparing reports and presentation materials on compliance activities, performance matrices and procedures for internal and external business partners
- Training and Mentoring new hires, resulting in stronger staff development and increased productivity
- Working closely with the onshore team and clients on various projects by providing managed services

Master Disputes Analyst

American Express *Aug 2013 - Aug 2015*

- Mentoring and training the batch for Second Presentment disputes at FIS (partner site). Supporting internal processes in handling disputes in situations of inflated inventory levels
- Quality check of the cases worked by the team to minimize the errors
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Preparation of reports indicating the team performances on compliance and cases worked for internal partners
- Delivered superior client services, fostering strong rapport, retention and satisfaction
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments

Sr. Customer Care Officer

Union Digital Marketing Solution *Jun 2012 - Jul 2013*

- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Refer unresolved customer grievances to designated departments for further investigation.