

Anup Suguru Veeraiah

Customer Support Representative

Windsor, ON | +1 (226) 961-9124 | suguruv@uwindsor.ca

SKILLS:

Microsoft Office tools: MS Word, MS Excel, Outlook, MS Power Point.

Communication Skills: Verbal and Written Communication, Customer Interaction, Clear and Effective Communication.

Customer Service Orientation: Customer Focus, Customer Satisfaction, Customer Care, Service Excellence.

Problem-Solving Skills: Troubleshooting, Issue Resolution, Analytical Thinking, Problem Resolution.

Adaptability and Learning Agility: Flexibility, Adaptability, Quick Learner, Continuous Learning.

Teamwork & Collaboration: Team Collaboration, Team Player, Cross-Functional Collaboration, Cooperative Work Style

Time Management and Prioritization: Time Management, Prioritization, Task Management, Deadline Adherence.

Other Skills: Attention to Detail, Accuracy, Precision.

WORK EXPERIENCE:

Quantzig Technologies – Systems Support Representative

AvidXchange

July 2022–Apr 2024

- Excellent verbal and written communication skills to interact effectively with customers, colleagues, and other stakeholders.
- Documented customer interactions, troubleshooting steps, and resolutions in the CRM system or ticketing platform.
- Responded to customer inquiries and provided timely and accurate information about streaming services, subscription plans, account management, and technical issues.
- Assisted customers with troubleshooting streaming issues, device compatibility, and playback errors.
- Resolved customer complaints and issues effectively and escalate complex problems to appropriate internal teams if necessary.
- Ensured customer satisfaction through active listening, empathy, and problem-solving skills.
- Guided customers through setup, configuration, and troubleshooting of streaming devices and applications.
- Generated reports on customer inquiries, feedback, and support trends to identify areas for improvement.

Accenture Solutions Pvt Ltd – Application support Senior Analyst

Canadian National Railway

Apr 2021–July 2022

- Ability to convey information clearly and concisely, adapting communication style to different customer preferences and situations.
- Assisted customers with billing inquiries, payment processing, subscription renewals, and account cancellations or upgrades.
- Updated customer account information accurately and maintained confidentiality of customer data.
- Educated customers on new features, promotions, and content offerings available on the streaming platform.
- Encourage customers to explore premium content, upgrade their subscription plans, or participate in promotional events.
- Maintained high standards of customer service quality and compliance with company policies and procedures.
- Adhere to service level agreements (SLAs) for response times and resolution of customer issue

EDUCATION:

Visvesvaraya Technological University, Karnataka

Aug 2013–May 2017

- **Degree:** Bachelor of Engineering - Computer Science

CERTIFICATIONS:

- **Certified Blue Prism Developer (AD01) – April 2019**
- **Certified Microsoft Power Platform Fundamental (PL-900) – April 2022**