Anup Suguru Veeraiah

Customer Support Representative

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# 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

**ACADEMIC PROJECTS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Realtime Food Tracking Supply Chain System Web App:**

**• Contributed to the development of a Realtime Food Tracking Supply Chain solution, tracking critical parameters such as temperature, humidity, and CO2 levels during transit.**

**• Played a key role in integrating big data principles, employing SQL for meticulous data management tasks including data modeling, schema creation, normalization. This Increased the Process efficiency like accuracy of spoilage was detected by 20%.**

**Your Care -Health Info Web App:**

**• Contributed to YourCare, a healthcare innovation digitizing patient records and improving appointment scheduling by 30% accuracy. Enhanced collaboration among healthcare professionals and streamlined patient-doctor interactions for a more efficient healthcare experience for a university nursing department website of University of Windsor.**

**EDUCATION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**University of Windsor Sep 2023–Present**

**• Degree: Master of Applied Computing - 3.5/4.0**

**CERTIFICATIONS:**

**• Microsoft Azure AZ 900 fundamentals , Microsoft Corporation**

**• Snowflake Fundamentals Training, cloud Analytics Academy.**

**• GCP ACE Course Training ,Quick labs.**

**• LinkedIn Learning - Microsoft Power Platform Fundamentals EXAM PREP PL-900.**

**• Next Gen CTO , University of Windsor.**

**VOLUNTEER ACTIVITIES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Leadership Analyst Jun 2022**

**Accenture India Pvt Ltd Bengaluru, India**

**• Established a tree planting initiative, seeding 5000+ plants in the Chikmagalur,KA region as part of a Go Green online seminar.**

**• Collaborated with peers to streamline process, ensuring the execution of plants potting event.**

**Community Engagement Member Jan 2024**

**University of Windsor Windsor, ON**

**• Organized and participated in orientation day, providing guidance and support to new students, facilitating a smooth transition into university life.**

**• Continued in sequence with university staff and fellow volunteers to ensure an organized and welcoming experience for incoming students.**