CHANDU PRASAD TS

Assistant Manager, Customer Support

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📞 +91 9164567759

📍 Bengaluru India

EDUCATION & CERTIFICATIONS

B.E.: Aeronautical Engineering
Visvesvaraya Technological University

SKILLS & CORE COMPETENCIES

Product Knowledge

Workflow automation

Customer relationship management

Technical troubleshooting

Process improvement

Cross-team collaboration

Conflict resolution

Process improvement strategies

Escalation Management

Adapting to Al Tools

CRM Implementation

Dev/Product/Integrations Sync

PERSONAL SUMMARY

Resourceful Customer Experience leader with 6+ years' experience supporting fintech platforms and managing high-performing support teams. Proven expertise in diagnosing complex technical issues, building workflow automations, and delivering top-tier technical support across multiple channels, including tickets and Slack. Adept at collaborating with product and engineering teams to drive issue resolution, scale internal tools, and enhance customer satisfaction. Skilled in software debugging, knowledge management, and cross-functional communication with both technical and non-technical stakeholders. Deeply familiar with AI-driven solutions, developer workflows, and operational excellence. Committed to continuous learning and passionate about creating impactful support experiences and driving innovation in fast-paced environments.

PROFESSIONAL EXPERIENCE

Assistant Manager, Customer Support
smallcase Technologies Pvt Ltd
01/2023 – Current | Bengaluru, India

- Provided advanced technical support and troubleshooting for B2B customers, ensuring prompt resolution of complex platform issues across tickets, email, and Slack, consistently maintaining high SLA compliance and customer satisfaction.
- Designed and implemented AI-based workflow automations for support escalations, significantly reducing manual intervention and enabling proactive resolution of user pain points.
- Led initiatives to debug, reproduce, and resolve product issues, closely collaborating with engineering and product teams during outages and major releases to ensure seamless issue resolution and continuous improvement of support processes.
- Acted as subject matter expert (SPOC) for the internal "smallboard" tool, identifying and resolving technical issues/bugs to help maintain operational reliability and minimize disruptions for multiple support and business teams.
- Drove support operations improvements by integrating multiple channels (email, live chat) into a unified DevRev CRM, and building Slack-based alerting systems for real-time escalation of critical customer cases.
- Pioneered the adoption and integration of AI and automation tools across the team, educating colleagues and optimizing workflows for better productivity and faster case resolution.
- Provided hands-on support and guidance during major production incidents, rapidly troubleshooting customer issues by working in close alignment with development, product, and integrations teams.
- Monitored end-to-end support quality for B2B business operations, ensuring strict compliance with TAT and proactively addressing any deviations from service standards.

Senior Customer Support Specialist
smallcase Technologies Pvt Ltd

01/2021 – 01/2023 | Bengaluru, India

- Directed and mentored junior associates handling complex queries and process escalations.
- Delivered detailed weekly/monthly metrics reports for senior management, tracking CX and support KPIs.
- Collaborated with product managers and engineers to resolve technical issues and implement customer feedback.
- Identified key customer journey pain points and coordinated with teams to develop solutions, reducing repeat queries and improving satisfaction.
- Managed support SOPs, ensuring process consistency and efficient new agent onboarding.

Operations Associate
Dunzo

04/2019 – 01/2021 | Bengaluru, India

- Resolved client tickets efficiently and produced reports aligned to company goals.
- Earned 'Best Employee' recognition for three consecutive months.

Vice Captain, Aero Design Team
Team Arcis

08/2016 – 07/2018 | Bengaluru, India

- Led the university aero design team as Vice Captain, coordinating design, build, and analysis of RC aircraft for international competitions.
- Directed the team to win several medals in the SAE Aerodesign International Competition, ranking among top global university teams.
- Managed technical report creation and research efforts.
- Providea nanas-on leadership in strategy, Team motivation, ana competition preparation.

TOOLS AND LANGUAGES

DevRev | Intercom | Freshworks | Helpscout

Mixpanel | Clickup | Jira | Redash

AI | Prompt Engineering | Agentic AI

CERTIFICATIONS

SQL Essential Training

Data Engineering Foundations

AZ-900

Outskill.io ⬈ AI workshop