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|  | **Krishna Shibu**  Customer Support Manager   |  |  | | --- | --- | | **Address** Bengaluru IN  **Phone**+917012014305  **E-mail** krishnashibu74@gmail.com | LinkedIn linkedin.com/in/krishnasinishibu | |  |

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| **Profile** |

* Strong leader with **over 6 years of experience in customer-facing roles,** business-oriented mindset, and expertise in orchestrating seamless customer journeys
* Demonstrated success in standardizing **customer support** process, boosting **onboarding** by 30%, **conversions** by 25%,and **retention** by 20%
* Committed to delivering exceptional customer experiences through effective **team leadership and cross-functional collaboration**

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| **Skills** |

Client satisfaction, Customer Retention, Data Management, Quality Assurance, Performance Improvement, Team Leadership, Compliance Management, Customer Relations, Supply Management, Shrinkage, Attrition, Service Level Agreement (SLA), Enterprise Resource Planning (ERP), Root Cause Analysis (RCA), Communication,

Proficient in **MS Suite, Google Suite, HubSpot, Freshworks, Helpshift, Zendesk**, **Zoho, SalesForce**

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| **Work History** |

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| Feb 2023 –  May 2024 | **Customer Support Manager**  *Avidii, Bangalore*   * Supervised **daily workflow of Customer Support** team, ensuring responses on time and resolution of customer inquiries by **reducing AHT** by 46% * Implemented customer support strategies, increasing customer retention rates by 20% * Facilitated with sales teams to provide comprehensive **pre-sales support**, contributing to 30% higher conversion rates and expanded revenue streams * Leveraged data-driven insights to identify **areas for improvement**, leading to more **effective support strategies** and enhanced overall performance by 15% * Standardized reporting mechanisms improving visibility into **key performance metrics** facilitating data-driven decision-making * Organized regular team meetings **to review performance metrics**, discuss upcoming initiatives, and ensure **clear communication** among team members * Assessed **staffing needs** based on workload fluctuations and planned strategic hiring initiatives to maintain optimal team performance |

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| Jun 2019 –  Dec 2022 | **Specialist - Customer Support**  *Intouch CX, Bangalore*   * Directed **teams of 40-50** individuals and managed operations for over **200 agents** * Actualized client commitments **on time** while maintaining an average turnaround time of4-5 hours * Spearheaded **day-to-day operations**, ensuring unbiased distribution of workload, maintaining **high team morale**, and sustaining **optimal performance levels** * Administered team dynamics to minimize **Shrinkage and Attrition**, maintaining monthly retention targets below 5% * Cultivated a trust-centric and communicative environment, fostering creative thinking and cohesive team efforts * Evaluated **coaching opportunities**, providing constructive feedback to enhance team performance by 20% and address errors * Awarded recognition as **best team lead**, exceeding team targets throughout tenure * Pioneered new **training programs** for agents, leading to 95% employee retention rates and better overall performance |

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| Nov 2018 –  Jun 2019 | **Customer Service Executive**  *Sutherland Global Services, Kochi*   * Produced warm, assured, and competent solutions to Amazon Canada customers, utilizing range of internal and client-based tools * Amplified customer satisfaction by addressing over **100 inquiries** and resolvingover 90 issues per day * Sustained 100% **KPIs and targets** to ensure high-quality customer service * Advised customers to **sign up for customer loyalty program** to increase additional company revenue by 2% |

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| **Education** |

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| May 2014 –  Jun 2018 | Bachelor of Technology  *Mahatma Gandhi University - Kerala* |

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| **Languages** |

English **:**, Malayalam **:**, Tamil, **:** Hindi **:**