

SUMAYYA MANCHERI

Customer Support Analyst

PROFESSIONAL SUMMARY

Customer Support Analyst with 5+ years of experience in technical support, sales operations, and application troubleshooting. Proven success in supporting CRM and POS systems, analyzing customer and HR data, and driving service and sales performance. Familiar with SQL, RPA concepts, ERP systems (SAP), and object-oriented programming. A proactive and organized professional skilled in data interpretation, administrative processes, and delivering strong business outcomes through customer-first service.

EMPLOYMENT HISTORY

INBOUND SALES & CUSTOMER SUPPORT ADVISOR

Sep 2024 - Present
Toronto, ON

CAA Club Group of Companies

- Provided technical and sales support for CAA memberships, renewals, and service packages.
 - Consistently exceeded upselling targets for premium services and roadside assistance plans.
 - Troubleshoot POS and CRM systems, ensuring quick resolution of technical and access issues.
 - Maintained precise ticket and case documentation, identifying repeat issues for escalation.
- ♦ Delivered exceptional customer service by resolving inquiries promptly, leading to improved client satisfaction and loyalty.

CUSTOMER SUPPORT & TECHNICAL ADVISOR

May 2019 - Mar 2022
Gloucester, NS

Concentrix

- Delivered inbound sales and tech support, handling over 100 customer interactions daily.
- Upsold services based on customer behavior and account insights, contributing to revenue growth.
- Guided customers through software installs, configurations, and issue resolutions.
- Performed data analysis using Excel and basic SQL to report support trends and improve KPIs.
- Provided input to internal product and support teams based on customer feedback data.

HR & SYSTEMS ADMINISTRATOR

Oct 2016 - May 2018
Kerala, India

AM Motors

- Managed HR administration including recruitment documentation, attendance, and payroll updates.
- Handled POS operations and reporting for dealership sales, generating weekly and monthly summaries.
- Maintained and cleaned employee databases for accuracy and HR audit readiness.
- Conducted analysis on employee data to support decision-making and compliance tracking.
- Trained new hires on HR systems and internal procedures, improving onboarding efficiency.

EDUCATION

BACHELOR OF ENGINEERING – ELECTRONICS & COMMUNICATION

2016

Cochin University of Science and Technology

India

SKILLS

SQL, Salesforce, Zendesk, SAP, Excel, C#, RPA, POS Systems, CRM, Data Analysis, REST API, JSON, PHP, HTML, JavaScript, Microsoft Office Suite .

COURSES

WEB DESIGN AND DEVELOPMENT

2018

Aptech Computer Education

LINKS

LinkedIn: [linkedin.com](https://www.linkedin.com/in/sumayyamancheri), My Website: sumayyamancheri.github.io.