

# Swathi Priya

Swathi Portfolio| Customer Support executive  
No.23, Lakshmipuram, Chrompet, Chennai | swathi192priya@gmail.com | 8015109525

## EDUCATION

### SKR ENGINEERING COLLEGE

B.E. IN ELECTRONICS AND  
COMMUNICATION ENGINEERING  
2015 | Chennai, TN

### PASUMPON ACINI MHSS

HSC  
2011 | Chennai, TN

### MKM MHSS

SSLC. May 2009| Chennai, TN

## LINKS

LinkedIn://  
<https://www.linkedin.com/in/swathi-priya-a-210385327/>

## SKILLS

### SOFT SKILLS

- Client Relations
- Communication
- Problem-Solving
- Team Training
- Collaboration
- Time Management

### BUSINESS SKILLS

- Business Development
- Account Management
- Client Retention
- Recruitment
- Process Optimization
- SLA Compliance
- KPI Monitoring
- Reporting

### TECHNICAL SKILLS

- Zoho Desk
- Advanced Excel
- Jira
- MS Office
- Vibe coding
- Data Management
- Ticketing Systems

### Familiar:

- Advanced Excel
- Zoho Desk
- Jira
- Training
- Ticketing Systems
- Client Relations

## EXPERIENCE

### PRUDENT AI | CUSTOMER SUPPORT EXECUTIVE

Jan 2024 – Present | Chennai, TN

- Achieved 95% first-call resolution rate for customer inquiries
- Ensured 100% compliance with 24-hour SLA for issue resolution.
- Enhanced customer data accuracy by 30% through meticulous record-keeping.
- Streamlined onboarding for new customers
- Coordinated seamlessly with internal teams to optimize support processes

### PRUDENT AI | PROCESS ASSOCIATE

Apr 2022 – Dec 2023 | Chennai, TN

- Automated bank statement processing using Excel-based solutions
- Trained 12 batches of new hires as Process Trainer for live client projects
- Supported and performed QC for Non-Qualified Mortgage (NQM) Excel processes

### SPELL BEE INTERNATIONAL PVT. LTD | SENIOR OFFICER – BUSINESS DEVELOPMENT

May 2017 – Nov 2020 | Chennai, TN

- Trained and on boarded 15+ new hires in business development protocols
- Maintained database for 500+ educational clients with 99% data accuracy
- Managed full-cycle recruitment for 100+ candidates
- Achieved 85% client retention through strategic engagement
- Built relationships with 200+ school coordinators to drive business growth

## BUSINESS IMPACT PROJECTS

### PROCESS OPTIMIZATION EFFICIENCY

- Reduced customer resolution time by 50% (48hrs to 24hrs) via process overhaul
- Improved data accuracy by 30% through a targeted records review

### CLIENT GROWTH RETENTION

- Drove 85% client retention with a strategic engagement program
- Streamlined on boarding for 50+ new clients monthly

### TEAM DEVELOPMENT SCALING

- On boarded 15+ new team members with a training program

## ACHIEVEMENTS

- Awarded "Best Performer" at Prudent AI for outstanding contributions and excellence in customer support
- Recognized for "Zero Escalation Month" for resolving 100% of issues within the standard operating procedure
- Commended for "Quality Champion" for maintaining 99.8% accuracy in documentation and reporting

## CERTIFICATIONS

- Excel Beginners to Advanced - Microsoft [Great Learning]
- HR Management From Strategy to Execution - Great Learning