

ABDUL AZARUDEEN

+91-7358232676 | abdulazarudeen95@gmail.com | WWW: <https://www.linkedin.com/in/abdulazarudeen/>

Personal Summary

Customer Support Specialist | SaaS | CRM Expertise

Experienced Customer Support Specialist with 6+ years in SaaS environments, skilled in CRM tools like Zendesk, Salesforce, and HubSpot. Proven ability to enhance customer satisfaction and drive product adoption through data-driven strategies and cross-functional collaboration.

Skills

Technical expertise, functional skills, and additional skills

- API Integration and Testing: RESTful APIs, API Documentation
- CRM Tools: Zendesk, HubSpot, Salesforce, and JIRA
- SaaS Platforms: SurveySparrow, Stripe, ThriveSparrow
- Customer retention strategies
- Workflow Automation and Troubleshooting
- Data Analysis and Reporting
- Multi-Channel Support (Email, Chat, Phone)
- Cross-functional team collaboration
- Network protocols
- Payment handling and billing processes
- Stakeholder management

Experience

Product Consultant

05/2022 to 09/2024

SurveySparrow

- Managed a \$75K client account portfolio in the U.S. Region, achieving 99% SLA compliance consistently.
- Collaborated with internal teams to resolve customer concerns, resulting in a 20% reduction in resolution time.
- Led business reviews with Customer Success and Account Managers, boosting customer retention rates by 15%.
- Facilitated multi-channel support across email, chat, and phone to ensure seamless communication.
- Analysed customer feedback and partnered with Product Management to implement usability enhancements, increasing customer satisfaction by 10%.
- Directed cross-functional teams to address and resolve complex technical challenges.
- Mentored team members by developing KPIs, creating CSS knowledge articles, and guiding product troubleshooting efforts.
- Generated detailed reports to monitor trends, resolve bugs, and propose feature enhancements.
- Orchestrated product demonstrations to identify customer pain points, achieving a 12% increase in upselling opportunities.

Customer Support Engineer

11/2021 to 04/2022

SurveySparrow

- Resolved technical issues on first contact, achieving a 90% first-call resolution rate.
- Streamlined workflows by implementing project management methodologies, improving team efficiency by 15%.
- Managed CRM records in platforms like HubSpot and Zendesk, ensuring clear communication and consistency.
- Designed and delivered user research findings to improve product usability and CX metrics.
- Educated customers on billing processes, payment handling, and policies, achieving high satisfaction ratings.
- Developed custom surveys and workflows using tools such as SurveySparrow, increasing customer engagement by 20%.

Senior Product Support Engineer

04/2018 to 10/2021

Sitel India Pvt Ltd

- Collaborated with technical teams to resolve escalations, reducing downtime by 25%.
- Delivered remote support using LogMeIn Rescue, achieving quick resolution times for technical issues.
- Provided expert assistance for AVG and Avast products, resolving firewall, DNS, and system configuration issues.

- Maintained customer relationships through Salesforce CRM, ensuring data accuracy, and prompt follow-ups.
- Diagnosed and addressed complex system errors, improving system performance, and reducing ticket escalations by 30%.

Education

Bachelor of Science: Physics
The New College

06/2015