

JAMES CHERIYAN

Technical Support Specialist | IT Solutions | Customer Experience

CONTACT

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🌐 [My AI Assistant](https://jamescheriyam.github.io/myprofile/)
<https://jamescheriyam.github.io/myprofile/>

EDUCATION

2022- 2023

ULSTER UNIVERSITY

- Master of Computer Science

2011 - 2014

KANNUR UNIVERSITY

- Bachelor of Computer Application

SKILLS

- Technical Troubleshooting
- Problem Solving
- Collaboration
- Salesforce CRM
- VoIP protocols
- Wireshark
- Cloud computing
- Communication Skills
- 24x7 Environment
- Telecoms Experience
- Quick Learning
- Adaptability
- Attention to Detail
- Networking Knowledge
- Active Listening

PROFILE SUMMARY

Dedicated technical support professional with a proven track record in troubleshooting and technical problem resolution across various platforms. Enthusiasm for driving customer experience enhancement through effective communication and proactive problem-solving is evident. Experience in working in a 24x7 environment, monitoring systems, and collaborating with teams aligns well with the commitment to ensuring seamless service delivery. A strong focus on understanding customer needs and implementing process improvements contributes to fostering trust and satisfaction.

WORK EXPERIENCE

Natterbox Ltd

2025 - PRESENT

Customer Support Engineer

- Took ownership of all incoming support calls, ensuring timely resolution, appropriate escalation, and clear communication with customers via phone, chat and email.
- Diagnosed and troubleshooted complex technical issues; tested solutions and provided detailed documentation to assist Tier 2 escalation.
- Delivered remote training and support, maintaining professionalism and calm in high-pressure or challenging situations.
- Collaborated with cross-functional teams on support operations and project initiatives.

FirstSource Belfast - NatWest Group

2022 - 2025

Customer Contact & Experience

- Served as the first point of contact for online banking issues, troubleshooting and escalating technical problems via call and email.
- Documented common issues and solutions to enhance internal knowledge resources.
- Collaborated with IT teams to resolve technical issues, ensuring timely and effective solutions.
- Assisted customers with digital banking services, ensuring smooth adoption and quick issue resolution.
- Identified recurring technical challenges and proactively suggested process improvements.
- Maintained detailed logs of customer interactions and issues for further analysis, contributing to enhanced service delivery.

- Python, C, C++ , Java and Lua
- HTML, javascript and css
- SQL
- Deep machine learning
- Ownership
- Multitasking
- Customer service
- Decision Making

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil

CERTIFICATION

COMPREHENSIVE TRAINING IN CUSTOMER SERVICE & TECHNICAL SUPPORT

NatWest | Nuance | [24]7.ai

CYBERSECURITY TOOLS & CYBERATTACKS

IBM

ADVANCED DATA ANALYSIS CERTIFICATE

Google

THE COMPLETE WIRESHARK COURSE

Udemy

HOBBIES

- Football
- Badminton
- Cycling
- Hiking

ACHIEVEMENTS

- Execution Excellence Badge
NatWest Group
- Certificate of Achievement
Comcast Corp Xfinity
- Monthly Champion
AT &T U-verse

Comcast Corp Xfinity - Nuance Bangalore 2019 - 2021

Customer Contact Associate - Technical Support

- Provided technical support to end-users, resolving hardware, software, and connectivity issues via live chat, email and CRM.
- Diagnosed and resolved critical system failures in a time-sensitive environment.
- Monitored IT systems and networks, proactively identifying and resolving performance bottlenecks.
- Managed system health and availability through regular audits and maintenance tasks.
- Collaborated with cross-functional teams to ensure timely resolution of service disruptions.
- Delivered remote technical support for Xfinity digital services, including internet, TV, and VoIP phone systems.
- Designed and implemented process improvements, reducing downtime and enhancing efficiency.
- Maintained accurate and up-to-date customer records in CRM.
- Acted as a liaison between technical teams and non-technical users, ensuring mutual understanding.

AT&T U-verse - [24]7.ai Bangalore 2017 - 2018

Customer Service Advisor - Technical Support

- Effectively managed multiple priorities in a structured and timely manner within a 24x7 shift environment via live chat, email and CRM.
- Diagnosed and resolved technical issues for AT&T U-verse internet, TV, and VoIP phone services.
- Addressed customer service concerns with professionalism, ensuring compliance with quality standards and adherence to established procedures.
- Conducted training sessions to promote best practices and improve individual and team performance in technical support and service delivery.
- Monitored and maintained customer-facing systems to ensure operational continuity and prompt issue resolution.
- Ensure customer records in the CRM are consistently accurate and current.
- Assisted customers with service setups, upgrades, and troubleshooting, ensuring seamless adoption and optimal performance of digital solutions.

Little Flower Convent School 2014 - 2017

IT Technical Support Specialist and Trainer

- Conducted training sessions for staff on TechNext digital systems, ensuring smooth adoption of new technologies.
- Provided technical support for school software, improving system usability and user satisfaction.
- Improved understanding of computer systems for over 300 students, resulting in 95% exam pass rate improvement.

REFERENCES

Available upon request