

Sai Chandra

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SUMMARY

Results-driven senior support agent with 3.8 years of experience in managing customer relationships and enhancing customer satisfaction. Expert in resolving complex issues, utilizing CRM systems, and leveraging data analytics to improve support processes. Dedicated to providing exceptional service and contributing to team success through strategic thinking and effective communication.

TECHNICAL SKILLS: Teamwork, Problem-solving, adaptability, MS Office Suite (Word, Excel), Salesforce, Medallia, Tableau, SLA's, KPI's, Slack, Zendesk, etc.

PROFESSIONAL EXPERIENCE

VXI Global Solutions-Comcast Xfinity,

Hyderabad

Senior Technical Support

May 2024 - Oct 2024

As an Associate Service Delivery Representative at Comcast VXI, I supported the technical support team to ensure seamless service delivery. This role required a strong understanding of customer needs and company objectives, which I actively contributed to.

- **Collaborated with technical support representatives** to implement effective upselling strategies that helped boost revenue and improve performance.
- **Assisted in analyzing performance metrics** to identify training needs, providing valuable feedback to enhance team capabilities and resolve escalated issues, ultimately elevating customer satisfaction.

Sutherland Global Services - AirBnB,

Hyderabad

Senior Service Delivery Agent

April 2022 - March 2024

As a Senior Support Agent at Sutherland, I ensured exceptional service delivery to clients, focusing on client satisfaction and process efficiency.

- **Provided high-quality support to clients**, ensuring their issues were resolved efficiently and effectively.
- **Monitored and refined support processes**, implementing strategies to enhance service quality and efficiency.
- **Trained and mentored new support agents**, conducted performance evaluations, and promoted a culture of continuous improvement.

Sonix- SFDC,
Business Development Associate
June 2021 - March 2022

Hyderabad

At Sonix, as a Business Development Associate, I identified and capitalized on new business opportunities, built strong client relationships, and forged strategic alliances to drive growth. I also helped shape innovative marketing strategies and collaborated with cross-functional teams to optimize sales and revenue.

- **Executed comprehensive market research and in-depth analysis** to identify industry trends and opportunities.
- **Pinpointed and reached out to potential clients**, establishing initial contact to foster business relationships. Skillfully negotiated and successfully finalized agreements with new strategic partners.

TechMahindra - Telstra,
Associate Technical Support
February 2020 - June 2020

Hyderabad

As an Associate Technical Support at TechM, I expertly delivered technical assistance and resolved complex software and hardware issues. Leveraging my strong communication skills, I engaged closely with clients to troubleshoot problems efficiently, ensuring high levels of customer satisfaction.

- **Delivered outstanding technical support**, consistently exceeding client expectations and ensuring top-tier service quality.
- **Conducted comprehensive analysis and resolution of complex issues**, demonstrating expertise and precision. Leveraged advanced problem-solving skills to devise innovative solutions.

EDUCATION & OTHER

SMEC - Btech in Civil Engineering 2016-2020

SCJC - Intermediate - MPC 2014-2016

LANGUAGE

English - Professional
Telugu - Native
Hindi - Native

INTERESTS:

Grooving to Melodies, Composing Music Photography ,Travelling Bike Riding/Racing , Gadget Guy.

Achievements:

Achieved recognition as the top performer in the company for three consecutive months, receiving the prestigious Best Acting TC award and Best Sr. Associate