

# Sai Chandra

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## **SUMMARY**

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Results-driven customer support and sales professional with almost 4 years of experience in driving revenue growth and managing customer relationships. Skilled in resolving complex issues, generating and nurturing leads, and enhancing customer satisfaction. Proficient in CRM systems and data analytics to optimize sales processes. Committed to delivering exceptional service and contributing to organizational success through strategic thinking and effective communication..

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

## **PROFESSIONAL EXPERIENCE**

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**VXI Global Solutions-Comcast Xfinity,**  
*Lead Service Delivery Management*  
April 2024 - Oct 2024

Hyderabad

As the Lead Service Delivery Manager at Comcast VXI, I oversaw technical support and upselling, ensuring seamless service delivery. This role demanded strong leadership and a deep understanding of customer needs and company objectives, skills and insights I brought to the table..

- **Led a team of technical support representatives**, crafting and executing innovative upselling strategies to boost revenue and drive performance.
- **Analyzed performance metrics** to provide targeted coaching and training, enhancing team capabilities and resolving escalated issues to elevate overall customer satisfaction.

**Sutherland Global Services - AirBnB,**  
*Lead Service Delivery Management*  
April 2022 - April 2024

Hyderabad

In my role as Lead Service Delivery Manager at Sutherland, I ensured seamless, exceptional service delivery to our esteemed clients, guaranteeing their utmost satisfaction. Leading a team of skilled service delivery managers, I coordinated efforts across various departments to achieve unmatched efficiency & effectiveness.

- **Oversaw a team of Service Delivery Managers**, ensuring exceptional client satisfaction through strategic oversight and cross-departmental collaboration.
- **Monitored and refined the service delivery process**, devising innovative strategies to enhance service quality and implementing streamlined processes for improved efficiency.
- **Trained and mentored new employees**, conducted comprehensive performance evaluations, and fostered a culture of continuous improvement.

**Sonix- SFDC,**  
*Business Development Associate*  
June 2021 - April 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.
- Partnered with the marketing team to design and implement impactful campaigns.

**TechMahindra - Telstra,**  
*Associate Technical Support*

Hyderabad

February 2020 - June 2020

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, enhancing client satisfaction and operational efficiency.
- Fostered and sustained positive, professional relationships with clients, building a foundation of trust and reliability.

## **EDUCATION & OTHER**

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SMEC - B.Tech in Civil Engineering 2016-2020

SCJC - Intermediate - MPC 2014-2016

## **LANGUAGES:**

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 TC award and Best Sr. Associate