

Sai Chandra

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Summary

Results-driven professional with 3.8 years of experience in customer service and trust & safety operations, specializing in resolving complex issues and enhancing customer satisfaction. Skilled in handling sensitive cases with empathy, analytical problem-solving, and maintaining professionalism in high-pressure environments. Adept at utilizing CRM tools and data analytics to optimize workflows and ensure operational excellence.

Key Skills

- Trust & Safety Operations
 - Conflict Resolution & Mediation
 - Analytical Problem-Solving
 - Team Collaboration & Training
 - CRM Tools: Salesforce, Zendesk
 - KPI Management & SLA Adherence
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Professional Experience

Sutherland Global Services - Airbnb, Hyderabad

Senior Service Delivery Agent

April 2022 – March 2024

- Handled complex user cases, ensuring efficient resolution of safety and operational concerns.
- Managed multiple cases simultaneously while maintaining a professional and empathetic approach.
- Collaborated with leadership and stakeholders to refine workflows and improve service quality.
- Trained and mentored new agents, sharing best practices and driving team success.
- Actively participated in roundtable discussions for process improvements and new launches.

VXI Global Solutions - Comcast Xfinity, Hyderabad

Senior Technical Support

May 2024 – Oct 2024

- Resolved escalated technical issues with precision, ensuring customer satisfaction.
- Analyzed performance metrics to identify training opportunities and improve team efficiency.
- Implemented upselling strategies, boosting revenue while enhancing client experiences.

TechMahindra - Telstra, Hyderabad

Associate Technical Support

Feb 2021 – June 2021

- Delivered exceptional technical support by resolving software and hardware issues.
- Maintained high levels of client satisfaction through innovative problem-solving techniques.

Sonix - SFDC, Hyderabad

Business Development Associate

June 2021 – March 2022

- Identified new business opportunities and built strong client relationships.
 - Conducted in-depth market analysis to align strategies with industry trends.
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Education

- B.Tech in Civil Engineering - SMEC (2016 – 2020)
 - Intermediate - MPC - SCJC (2014 – 2016)
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Languages

- English: Professional
 - Telugu: Native
 - Hindi: Native
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Achievements

- Recognized as the top performer for three consecutive months, earning the Best Acting TC award and Best Senior Associate distinction.