**SHYAMA DUVVRI**

1072 McCormack Road, Saskatoon, SK, Canada

(306)914-8916

[shyama160417@gmail.com](mailto:shyama160417@gmail.com)

**WORK EXPERIENCE**

**SINGLEPOINTGI**

**Remote**

*Customer Service and Sales Representative:*

*July 2023 – Present*

* Provide assistance to customers to help resolve their issues related to their Water Heaters and HVAC Equipment.
* Provide assistance to customers inquiring about new products and services.
* Thoroughly and accurately review and document customer accounts to ensure better assistance to customers.
* Effectively resolve and de-escalate customer disputes.
* Respect and uphold privacy and protection of customer information.
* Market new services and products to new and existing customers.
* Retain customers by using active listening skills to identify customer issues and provide solutions that best fits their needs.
* Demonstrate advanced knowledge of contracts and policies.
* Transfer calls to appropriate departments as necessary.
* Ensuring incidents are created and dispatched correctly.

**ITRACKS**

**Saskatoon, SK**

*SOFTWARE SUPPORT SPECIALIST:*

*March 2021 – July 2023*

* Provide technical and client support for a wide range of Itracks’ software applications.
* Facilitating smooth onboarding of clients which involves training, understanding client requirements and expectations and mapping between software and business.
* Conducting regular check-ins with customers to ensure satisfaction, address concerns, and identify opportunities for upselling or cross-selling.
* Liaison between external project participants and Operations Department including reporting feedback from participants to the software development team.
* Solving problems effectively and in a professional and timely manner.
* Troubleshooting and resolving issues received through CRM, chat, phone and emails.
* Pursue self-development to provide top-quality customer service, and to increase software products mastery and industry knowledge.
* Assist with creating process documents and ensure internal and external policies and procedures with regards to security and privacy are met.
* Analyze, Identify and Report any privacy breach and take the necessary step to resolve the issue.
* Assist with creating documentation and administration of Knowledge Base articles on the internal website.
* Project management for clients as needed.
* Program xml/css survey for survey programming and integration.

**CAMPAIGN SUPPORT CANADA**

**Saskatoon, SK**

*OUTBOUND CUSTOMER SUPPORT AGENT:*

*July 2018 – December 2019*

* Made 300+ outbound calls a day to Canadian residents and conducted surveys over the phone on a variety of topics.
* Maintained accurate, current knowledge of new advertising and political campaigns to implement changes.
* Provided accurate and appropriate information in response to customer inquiries.
* Facilitated the collection of competitive information and customer feedback in order to monitor business trends and opportunities.
* Maintained composure and patience in face of difficult customer situations.

**UNISYS INDIA PVT. LTD.**

**Hyderabad, India**

*TECHNICAL SUPPORT REPRESENTATIVE:*

*April 2013 – July 2016*

* Troubleshoot on various issues related to Windows applications such as Microsoft outlook, Internet explorer, etc.
* Installation of local and network printers.
* Creating and administering user accounts.
* Configuring email clients such as Microsoft Outlook and Lotus Notes on client computer.
* Configuring email accounts on iPhone and Windows phone.
* Logging tickets on ITSM ticketing tool.
* Analyze system performance indicators and recommend improved actions.

**EDUCATION**

**YPR COLLEGE OF ENGINEERING AND TECHNOLOGY**

**Hyderabad, India**

*BACHELOR OF COMPUTER SCIENCE, MARCH 2011*

**SKILLS**

* Customer Service
* Attention to detail
* MS Office Suite
* Zendesk
* SaaS