

Sindhu Pillai

EDUCATION

BS Computer Engineering, California State University, Fullerton, CA
Embedded Design with Xilinx FPGAs, UCSC Silicon Valley Extension, Santa Clara, CA
UC Berkley Coding Bootcamp -Full Stack Development

TECHNICAL SKILLS

Programming in C++	Windows OS
HTML ,CSS , Javascript	Windows Office Suite
MYSQL, MongoDB, REACT	Mac OS

WORK EXPERIENCES:

Technical Support Specialist - AppleCare (August 2020-May2021)

As a technical support specialist, I was supporting AppleCare customers calls to resolving issues with devices or services. It was my duty to assure the customer and set right expectations and to help them resolve the issue. If the issue needs more time or needed to be escalated to a different department, the procedure is explained to the customer and ticket was created and clear notes were left for the next team member so the customer don't have to explain the issue to the next support member. If a followup was needed as per the customer request or as per procedure, always confirmed with the customer the way of communication that was preferred. Customer privacy and customer data were given utmost care. Each customer interaction, was given personalization, create the best experience.

US Specialist -Apple Retail (Feb 2019-Aug 2020)

As a product specialist, it was my responsibility to provide the right solution and right products to customers and thus created an amazing customer experience. As a team member, whenever needed, it was my duty to drive the staff to create measurable results and enrich customers' lives. Sometimes, it became necessary to provide the customers with in-store support options, business solutions, or Genius Bar (technical support) support options. When new products and initiatives arrived, as a product specialist, structured training were taken to transfer the same excitement and knowledge to each customer during each interaction hence turned a mild customer curiosity to intense customer interest.

Wireless Team Lead at Target Mobile (Feb 2018- November 2018)

As a wireless team lead, it was my responsibility to lead my team to increase sales and revenue of mobile phones and accessories, digital services and electronic devices including Apple products within the Target Mobile retail location and create an extraordinary customer service. Other roles include creating product and brand awareness and communicating competitive knowledge and advantages of various wireless carriers plans and products offers from Target Mobile to my team. Moreover, it was my responsibility to develop and manage positive business relationships within Target store management and employees and serve as a point of escalation for questions or issues including individual customer issues.