

# Robert Vualnam



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Bangalore

## PROFESSIONAL SUMMARY

Dynamic Customer Service Professional with 5+ years of experience in remote support for global clients. Expertise in issue resolution, customer satisfaction (up to 95%), and workflow optimization using tools like Slack, Zoom, and CRM systems. Skilled in Salesforce CRM and cross-cultural communication, with a proven ability to work across time zones and improve customer experience outcomes.

## CORE COMPETENCIES

- Customer Experience Management | Conflict Resolution | CRM Systems (Zendesk, Shopify)
- Remote Collaboration | Cross-Cultural Communication | Upselling & Revenue Growth
- Data-Driven Problem Solving | Compliance (GDPR, FCC) | Agile Workflow Optimization
- Salesforce CRM (Lightning Experience)

## PROFESSIONAL EXPERIENCE

### OJCommerce.com | Remote Customer Support Specialist

(June 2021 – October 2021)

- Provided end-to-end support for 50+ U.S.-based e-commerce clients, resolving 90% of inquiries within 24 hours using CEM tools.
- Streamlined communication across EST/PST time zones, improving customer retention by 20% through proactive issue resolution.
- Collaborated with cross-functional teams to address 100+ cross-border disputes, ensuring compliance with U.S. consumer laws.

### Aegis | Customer Escalation Manager

(December 2017 – October 2018)

- Managed 200+ complaint escalations monthly, achieving a 98% resolution rate within SLA deadlines.
- Liaised with FCC, BBB, and internal departments to resolve regulatory issues, reducing client churn by 15%.
- Trained 10+ team members on conflict resolution strategies, improving team efficiency by 25%.

### Convergys | Billing & Payment Specialist

(November 2012 – January 2014)

- Supported 40+ car insurance accounts, resolving renewal and payment inquiries, improving satisfaction from 65% to 80% in 6 months.
- Automated customer service workflows using Excel, reducing ticket resolution time by 30%.

### Firstsource | Customer Service Representative

(March 2010 – October 2012)

- Handled 50+ daily car insurance inquiries, improving satisfaction from 65% to 80%.
- Automated workflows in Excel, cutting resolution time by 25%.

## Technical Skills

- Tools: Slack, Zoom, Zendesk, Microsoft Excel
- Systems: CRM Platforms, Salesforce, Payment Gateways, GDPR Compliance
- Salesforce Skills: Salesforce CRM, Trailhead Playground, Lightning Experience

## Language

- English: C1/C2 (Advanced) | IELTS 8.0
- Hindi: Intermediate

## Education & Certifications

- HSE (12th Grade) | Council of Higher Secondary, Manipur
- SSC (10th Grade) | Board of Secondary Education, Manipur
- Remote Work Certification
- Salesforce Trailhead Badges:
  - Trailhead Playground Management
  - Salesforce User Basics
  - CRM for Lightning Experience
  - Salesforce Platform Basics