

CUSTOMER SUPPORT REPRESENTATIVE

Neethu Varghese



PROFESSIONAL SUMMARY

I am a highly motivated customer support representative with over 2+ years of experience in a customer service and technical support role. I possess excellent communication, problem-solving, and organizational skills. I have a proven track record of exceeding customer satisfaction goals and resolving complex customer issues. My greatest strength is my ability to calm customers down when they are angry or frustrated. I also excel at quickly identifying problems and developing creative solutions to ensure customer satisfaction. In my current role, I have successfully implemented several new customer service initiatives which resulted in increased customer satisfaction ratings by 15%. Furthermore, I am an expert in the use of all relevant software applications, such as Zendesk and Microsoft Office Suite. I am confident that my experience and best qualities make me an ideal candidate for this position.

EXPERIENCE

Document Controller, Alanzo Info Solution, India, Kochi, Kerala

2016 - 2018

At Alanzo Info Solution, I worked as a Document Controller from 2016 to 2018. During this time, I was responsible for managing and organizing all company documents, ensuring they were up-to-date and easily accessible to the team. I also maintained document control procedures and provided support to various departments in maintaining their records.

- Organized and managed company documents
- Ensured documents were up-to-date
- Provided support to various departments
- Maintained document control procedures

Technical Support Staff, Tech mahindra, India, Chennai, Tamilnadu

2013 - 2015

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United Arab Emirates, Sharjah, Moweilah

SKILLS

Interpersonal Communication

Problem-Solving

Customer Service

Written Communication

Time Management

Technical Support

Data Entry

Active Listening

Patience

Troubleshooting

Conflict Resolution

Phone Etiquette

Product Knowledge

Adaptability

During my time at Tech mahindra as a Technical Support Staff, I gained valuable experience in providing technical assistance and troubleshooting for various software and hardware issues. I was responsible for ensuring smooth functioning of systems and resolving customer complaints in a timely manner. My strong communication skills and technical expertise helped me excel in this role.

- Provided technical support for software and hardware issues
- Resolved customer complaints in a timely manner
- Ensured smooth functioning of systems
- Demonstrated strong communication skills and technical expertise

Jr IT System Support Engineer, Unisoft
Infosystem, India
2022 - 2024

As a Jr IT System Support Engineer at Unisoft Infosystem in India from 2022 to 2024, I provided technical support for various hardware and software systems. This included troubleshooting and resolving issues, performing system upgrades and maintenance, and ensuring smooth operation of the company's IT infrastructure.

- Managed and maintained computer systems and networks
- Responded to help desk inquiries and resolved technical issues
- Conducted regular system backups and updates
- Assisted with the implementation of new technology solutions

EDUCATION

Bachelor of Engineering in Computer science and engineering, Anna University, India
2008 - 2012

CERTIFICATION

Software testing

Java developer

Programming

AWARDS

- ★ Member of Chip Club in Rise of software Engineering Assoc.

HOBBIES

- Reading
- Cooking
- Traveling
- Photography

LANGUAGES

- English
- Malayalam
- Tamil

PERSONAL INFO

Date of birth:
24 June 1990

Place of birth:
Kerala

Nationality:
Indian