



# SINDHU M K

## CUSTOMER SERVICE SUPPORT

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## EDUCATION

Bachelor of Technology : Electronics and Communication Engineering  
CUSAT University, India October 2014

## LANGUAGES

English: - Fluent

## PROFESSIONAL SUMMARY

Dedicated and results-driven Customer Service Executive with 6 years of experience in delivering exceptional service and fostering strong customer relationships. Proficient in handling high-volume inquiries, resolving complex issues, and ensuring customer satisfaction across various industries. Skilled in using CRM systems to track interactions and analyze customer feedback to drive service improvements. Known for a calm demeanor under pressure, effective communication, and a commitment to enhancing the customer experience. A proactive problem-solver with a passion for exceeding customer expectations and contributing to the overall success of the organization.

## TECHNICAL PROFILE

- Microsoft Office
- Calendar Management tools
- Document Management Systems
- CRM
- Report Generation
- Data Analysis
- Help Desk
- Multichannel Support

## SKILLS

- Professional effective communication, verbal and written
- Time management and result-oriented
- Customer Service
- Troubleshooting
- Helpdesk Support
- Identify and resolve technical Issues
- Leadership
- Documentation
- Application Monitoring
- Team Collaboration
- Excellent personal skills
- Customer-oriented mentality
- Team player
- Initiative and self-managed
- Problem Management
- Good Analytical Skills
- Service Desk
- Incident Management

## WORK HISTORY

### Lead 1 –Customer Support Engineer: - UST, India, 02/2018 – 05/2024

- Respond to customer inquiries via phone, email, live chat, and social media, providing timely and accurate information.
- Address and resolve customer complaints, issues, and concerns to ensure satisfaction and retention.

- Diagnose and troubleshoot technical issues related to products or services, providing step-by-step assistance to customers.
- Develop and maintain positive relationships with customers, offering personalized support and ensuring a high level of service.
- Conduct follow-up communications to ensure customer issues are resolved and to gather feedback on their support experience.
- Maintain accurate records of customer interactions, issues, and resolutions using CRM software or other tracking systems.
- Generate reports on customer support metrics, such as response times, resolution rates, and customer satisfaction levels.
- Assist customers with placing orders, tracking shipments, and processing returns or exchanges.
- Manage customer accounts, including updating information, handling billing inquiries, and processing payments.
- Educate customers on product features, best practices, and self-help resources.
- Gather customer feedback to identify trends, issues, and areas for improvement.
- Recommend and implement process improvements to enhance the efficiency and effectiveness of the support function.
- Work with other departments, such as sales, marketing, and technical support, to address customer issues and provide comprehensive solutions.
- Information Sharing: Share insights and feedback from customers with relevant teams to support product development and service enhancements.
- Follow company policies and procedures related to customer support, including data protection and privacy regulations.
- Handle sensitive customer information with confidentiality and ensure that data security protocols are followed.
- Stay informed about new tools, technologies, and industry best practices to continually improve customer support skills.
- Assist in training new customer support representatives and sharing knowledge and best practices.

**IT Assistant: - Trentasoft Technologies, 10/2016 – 02/2018**

- Coordinating the operations of the internal IT Team
- Knowledge of Photoshop Basic Level
- Preparing documents such as emails, and weekly reports for management
- Schedule and coordinate meetings and appointments
- Established good rapport between Clients and Colleagues.

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**CERTIFICATION**

- Accomplished Certificate of completion in AWS Partner: Accreditation (Technical)
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**ADDITIONAL INFORMATION**

Date of Birth: 19-08-1992

Nationality: Indian

Visa Status: Residence