

Abhinandan Kumar

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Professional Summary

Customer-focused Product Support Specialist with 3 years of experience in SaaS and fintech environments. Expert in issue resolution, cross-functional collaboration, and data-driven insights. Proven ability to handle high ticket volumes, improve customer satisfaction, and deliver actionable feedback to enhance product performance. Maintained a consistent 90%+ case resolution rate within SLA timelines, ensuring operational excellence.

Skills & Tools

Core Skills: Customer Support, Product Research & Market Insights, Credit Card Operations & Troubleshooting, Data-driven Feedback & Reporting

Technical Tools: Salesforce, CRM Software, Live Chat Platforms, JIRA, Kibana, Pismo Simulator, Cozoroid, Microsoft Office Suite, Atlassian Tools (Confluence, Bitbucket), Simulator.company, Azure DevOps

Collaboration Tools: Microsoft Teams, Atlassian Collaboration Suite

Languages: English (Fluent), Hindi (Fluent)

Work Experience

USFB Roarbank | Product Support Specialist | July 2024 – Present

- Managed high-volume customer queries via chat, email, and calls for Roarbank credit card products.
- Contributed to product development through pilot-phase market research and actionable insights.
- Ensured 90%+ resolution rate within SLA, boosting satisfaction and product adoption.
- Delivered customer experience improvements during Indian market launch.
- Worked with tools like JIRA (task management), Pismo Simulator (transaction testing), Kibana (log analysis), and Microsoft/Atlassian tools (collaboration and documentation).

Revolut Technologies India | Support Specialist | Nov 2022 – Apr 2024

- Collaborated cross-functionally with global teams to resolve 500+ monthly customer queries.
- Maintained consistent brand tone and professionalism across digital service platforms.
- Achieved a 95% CSAT by providing accurate, real-time customer support and prompt issue resolution.
- Used JIRA for project tracking, progress monitoring, and timely issue resolution.

Sitel India | Customer Service Professional | Oct 2021 – Oct 2022

- Diagnosed and resolved software, hardware, and connectivity issues for a global customer base.
- Provided onboarding, training, and technical documentation to streamline customer experiences.
- Supported network configuration and troubleshooting to ensure operational efficiency.

Education

Bachelor of Management Studies | University of Mumbai | 2023

CGPA: 8.8 | Specialization: Management Communication

Higher Secondary Education | CBSE | 2020

CGPA: 8.0 | Specialized in Science with Mathematics

Certifications

- Fundamentals of Digital Marketing
- Customer Relationship Management
- Digital Marketing