



## PROFESSIONAL SUMMARY

Customer Support Specialist with 1.6+ years of experience in handling international and domestic queries via calls and emails. Skilled in first-contact resolution, ticket management, and CRM tools like Zendesk and Salesforce. Strong in technical troubleshooting, customer onboarding, and cross-functional collaboration. Focused on customer satisfaction and open to senior customer support or success roles.

## EDUCATION

**Bachelor of Computer Applications (BCA)**  
Periyar University — Salem, Tamil Nadu  
2020 – 2023

## SKILLS

### Customer Relationship Management (CRM)

- Technical Support & Troubleshooting
- Customer Support & Issue Resolution
- Ticket Management Systems (Salesforce, Zendesk)
- Email Management
- Microsoft Office Suite (Excel, Outlook, Word)

### Safety & Compliance:

- Safety Queue Call Management
- Hours of Service (HOS) Compliance
- ELD/Omnitracs Troubleshooting
- Netradyne Video Coaching
- Accident & Incident Reporting

### Soft Skills:

- Leadership & Team Collaboration
- Problem-Solving
- Adaptability
- Strong Communication & Multitasking
- Shift Flexibility (Open to Night Shifts)

## LANGUAGES

- English
- Tamil

## PROFESSIONAL EXPERIENCE

**Safety & Compliance Coordinator** | Sep 2024 – Present  
Newlegend Transportation Inc, Yuba City, CA, USA (Remote)

- Delivered 24/7 support to drivers via calls and emails, resolving trip issues, route guidance, and compliance concerns.
- Troubleshoot and assist with ELD/Qualcomm systems, guiding drivers on HOS (Hours of Service) compliance and log corrections.
- Maintain detailed records of all support, training, and disciplinary actions in driver profiles for compliance and audits.
- Manage accident and injury reporting, collect documents, and coordinate follow-ups.
- Monitor critical alerts via Omnitrac and Netradyne, review incident footage, coach drivers, and escalate cases requiring disciplinary action or retraining.

**Customer Success Specialist** | Oct 2023 – Sep 2024  
Think & Learn Private Limited (Byju's), Bangalore, IN

- Delivered Level 1 support via inbound calls and email, addressing customer queries on products, services, and technical issues with a 90% first-contact resolution rate.
- Managed CRM systems (Salesforce, Zendesk) to track customer interactions, resolve tickets efficiently, and document resolutions.
- Conducted product demonstrations, onboarding, and troubleshooting to enhance user experience and retention.

## CERTIFICATIONS

- **Zendesk Customer Service Professional certificate**  
Certificate Issued by LinkedIn | April 2025