

Nischitha Sanchi

CUSTOMER TECHNICAL SUPPORT ENGINEER

PROFESSIONAL SUMMARY

A dedicated B.E. in Computer Science and Engineering with experience as a Customer Technical Support Engineer. Skilled in troubleshooting, problem-solving, and delivering client support using CRM tools and ticket management systems. Passionate about improving processes, ensuring customer satisfaction, and enhancing technical expertise

EXPERIENCE

Sutherland Global Services - Customer Technical Support Associate

Chennai

04/07/2024 to 06/09/2025.

- Acted as the first line of support for client inquiries, ensuring **high customer satisfaction**, and **troubleshooting** through timely and effective resolutions.
- Managed support issues using **CRM tools**, ensuring accurate logging, tracking, and timely closure within defined SLAs.
- Solved customer technical issues by providing step-by-step guidance, **troubleshooting**, and timely support, ensuring minimal downtime and a positive customer experience.
- Familiar with the **ITIL** framework and experienced in resolving **ITSM** tickets for **incident**, **service request**, and problem management.
- Triaged and **escalated issues** appropriately to higher support tiers, ensuring smooth hand-offs and clear documentation.
- Resolved user account setup, access modifications, and service requests within **SLA** timelines, maintaining compliance, and audit readiness.
- Ensured **100% adherence to SLA commitments**, including resolution, escalation, and closure, minimizing service disruptions.
- Maintaining client and customer data, with high security.
- Demonstrated strong communication skills while coordinating with customers, internal teams, and external vendors to **resolve technical and product-related issues**.
- Proactively identified recurring customer issues, **performed preliminary RCA, and documented findings**, with recommendations to improve processes and reduce repeat issues.
- Experienced with Microsoft Office 365 (Outlook, Word, Excel, Teams), and CRM tools for case management and customer engagement.
- Knowledge in networking concepts, including LAN/WAN, IP addressing (public/private), and DNS.
- Familiar with networking devices (modems, routers, and MAC addresses).

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WWW: <https://github.com/Nischitha789>

WWW: [Bold Profile](#)

WEBSITES

- GitHub
- Linked In

SKILLS

Customer Relationship Management
Product Demonstration & Knowledge Management
Incident & Problem Management
Root Cause Analyse
Technical, Functional Documentation & Client Training
Customer Support & Remote support
Ticket managements
Technical troubleshootings
Cross-Functional Collaborations
Client Communications
Escalation Handlings
Curiosity, Continuous Learnings

EDUCATION

06/2023

Saveetha Engineering College
Chennai, Tamil Nadu

Bachelor of Engineering (B.E.):

Computer Science And Engineering

- I have completed my UG in BE CSE, with 8.5 CGPA
- GPA: 8.5 CGPA

LANGUAGES

Telugu

English

Tamil

HOBBIES

Gardening, Designing

PROJECTS (ECOMMERCE WEBSITE USING FSD)

- Developed a **responsive eCommerce platform** using **React.js, Node.js, MongoDB, and JavaScript** , enabling users to **buy, sell, and search for products** easily.
 - Integrated **secure payment options** including **PayPal** and **debit cards** , along with features like **order tracking** and **product reviews** to enhance user experience.
 - Demonstrated strong skills in building **user-friendly** , **scalable** , and **secure web applications** optimized for performance across all devices.
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COURSES

Full stack development course, GUVI technology