SAMPLE: fictional person

Priya Raman

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SUMMARY

Customer support executive with 2 years in B2C e-commerce support. Resolves 40+ tickets a day in Freshdesk, built the team's weekly Excel tracker, and trains new joiners. Looking for a Senior Customer Support / Team Lead role.

EXPERIENCE

Customer Support Executive, ShopKart (example) Jun 2024 – Present

- Resolved 40+ customer tickets a day across chat and email in Freshdesk, holding a 4.6/5 CSAT.
- Built the weekly sales and returns tracker in Excel (VLOOKUP, pivot tables), used by 6 managers.
- Trained 3 new joiners in their first month using a 12-page FAQ I wrote.
- Cut repeat tickets on refund status by adding a template reply with the exact refund date.

Intern, Customer Operations, QuickFood (example) Jan 2024 – May 2024

- Handled order-issue calls in English and Tamil during weekend peaks.

SKILLS

Freshdesk · Zendesk · MS Excel (VLOOKUP, pivot tables) · Google Sheets · Email and chat support · Escalation handling · English, Tamil, Hindi

EDUCATION

B.Com, University of Madras 2023