SURESH PILLAI

Senior Verification Specialist

DETAILS

Badlapur, India, Flat no. 304, B Wing, Eternal Avenue, Behind Hotel D - Adda, Belavali, Badlapur (West), 421503

9137291267

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SUMMARY

Customer Support Specialist with expertise in inbound call and chat support for travel, events, and corporate clients. Skilled in handling inquiries, cancellations, refunds, and escalations while training new team members. Achieved highest CSAT scores for three consecutive quarters, recognized for strong communication, problem-solving, and customer-focused service.

EXPERIENCE

Customer Support Specialist, Narith business services pvt ltd, Thane

AUG 2024 — JAN 2026

- Provided customer support for Insider.in and Make MyTrip processes, handling inbound calls and chats related to account inquiries, event details, sponsorships, travel packages, cancellations, and refunds.
- Managed escalated cases with professionalism, ensuring timely resolution and customer satisfaction.
- Supported SOTC corporate process, addressing inbound queries from corporate clients with tailored solutions.
- Trained and mentored new team members, ensuring adherence to process requirements and service quality standards.
- Consistently achieved highest Customer Satisfaction (CSAT) scores for three consecutive quarters, demonstrating excellence in customer engagement.
- Recognized for strong problem-solving skills, ability to handle high-pressure situations, and maintaining service-level agreements (SLAs).
- Contributed to team performance by promoting knowledge sharing and best practices across processes.

Customer Service Representative – Associate, Sutherland Global Services (Netflix), Navi Mumbai

SEP 2020 — JUL 2024

- Handling Customer Service Calls for Netflix. Responsible for Delivering FCR, Customer Satisfaction and Issue Resolution.
- Maintaining KPI's like Repeat Contact Ratio, AHT and KB Usage.Resolved inquiries swiftly, reducing average response time by 45%
- Trained new team members, fostering a collaborative work environment.
- Utilized CRM tools to track customer interactions and improve follow-ups.
- Handled high-volume calls, maintaining composure and professionalism.
- Identified customer needs, tailoring solutions for maximum impact.
- Achieved top performance metrics, recognized as Employee of the Month.

Senior Customer Service Executive, Teleperformance Global Solutions Private Limited (DoorDash),

APR 2020 — SEP 2020

- Handling chats related to DoorDash delivery partners, delivery, account, and payment discrepancy.
- Resolving queries of Rider with reference to his live delivery issues, payment issues, app issues and also account related queries.
- Utilized CRM tools to track customer interactions and improve follow-ups.

Executive (Customer Service), Agate Business Services Private Limited (Insider.in),

AUG 2018 — MAR 2020

- Handling Inbound calls. Resolving customer queries within TAT. Handling emails. Handling escalations in the absence of seniors.Trained new team members, fostering a collaborative work environment.
- Resolved inquiries swiftly, enhancing efficiency and reducing wait times.
- Delivered exceptional service, boosting customer satisfaction by 50%.
- Worked as ATL under Supervisor's guidance.

EDUCATION

HSC, , Oriental Education Society, Sanpada, Maharashtra

2011 — 2012

Maharashtra Board, 41.50%

SSC, , Adarsha Vidyalaya, Chembur, Maharashtra

2009 — 2010

Maharashtra Board, 56.73%

SKILLS

- **Communication**
- **Empathy & Patience**

- **Problem-Solving**
- **Customer-Centricity**

LANGUAGES

English

Tamil

Hindi

Marathi

HOBBIES AND INTERESTS

- Cricket
- Listening Music
- Dance