

PROFILE SUMMARY

- Experienced Customer Service Lead with 7+ years of expertise in team leadership, issue resolution, SLA management, and client communication.
- Proficient in using tools such as Jira, ServiceNow to manage incidents, track issues, and maintain detailed service records.
- Proven ability to coordinate operations across departments, exceed performance metrics, and drive customer satisfaction.
- Skilled in CRM systems (Clarify), Microsoft Office, and cross-functional collaboration.
- Strong analytical and problem-solving skills with a creative approach to resolving customer concerns efficiently.
- Known for professionalism, organizational strength, and strong written and verbal communication.
- Self-motivated and quick learner with a proven ability to adapt to new environments and technologies.
- Excellent communication and interpersonal skills and a dependable team player known for building positive relationships with clients and colleagues.

EDUCATION

- Bachelor of Computer Science from JNTU

SKILLS :

- Customer Service & Team Leadership
- SLA & Performance Monitoring
- CRM Systems (Clarify)

- Escalation Handling, email and phone support
- Logistics & Booking Coordination
- Report Generation & Data Analysis
- Client Relationship Management
- Microsoft Office (Excel, PowerPoint, Teams) **PROFESSIONAL EXPERIENCE**

ContactPoint, Montreal, Canada
SME/Lead

June 2020 – May 2025

Enercare

Enercare is one of North America's largest providers of home and commercial services and energy solutions. The company is a leading supplier of water heaters, water treatment systems, furnaces, air conditioners, and other HVAC rental products. In addition, Enercare offers a wide range of plumbing services, protection plans, and related solutions. With operations across Canada and the United States, Enercare is committed to delivering reliable, innovative, and customer-focused services that enhance comfort and energy efficiency for residential and commercial clients.

Responsibilities:

- **Lead and Support Team:** Supervise and guide a team of customer service representatives to ensure high-quality service delivery and adherence to company standards.
- **Handle Escalations:** Resolve complex customer inquiries and escalated issues related to HVAC services, maintenance appointments, billing, and equipment rentals.
- **Monitor Performance:** Track team performance through KPIs (e.g., response time, first-call resolution, customer satisfaction) and provide coaching and feedback for continuous improvement.
- **Schedule Coordination:** Oversee scheduling of service appointments, installations, and technician dispatch to ensure timely and efficient service delivery.
- **Maintain Customer Records:** Accurately update and manage customer information in CRM systems to ensure data integrity and service continuity.
- **Customer Relationship Management:** Maintain strong customer relationships through effective communication, proactive issue resolution, and service follow-ups.
- **Training and Onboarding:** Train new hires and provide ongoing support to ensure familiarity with HVAC products, service procedures, and customer service protocols.
- **System and Tool Management:** Utilize CRM and ticketing systems (e.g., ServiceNow, Clarify, Jira) to manage service requests, update customer records, and monitor issue resolution.
- **Cross-Department Collaboration:** Coordinate with technicians, sales, billing, and operations teams to ensure seamless customer service and problem resolution.

- **Process Improvement:** Identify trends in customer feedback and suggest process or policy improvements to enhance service quality and customer satisfaction.
 - **Compliance and Documentation:** Ensure all customer interactions, complaints, and service details are accurately documented in accordance with company policies and compliance standards.
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Alorica Customer Care, Ltd, Customer support Associate

July 2017 – May 2020

Alorica is a global leader in customer experience (CX) outsourcing, specializing in delivering tech-enabled, scalable solutions across voice, chat, social, and other digital channels. Alorica partners with some of the world's largest brands to provide end-to-end customer care services, including tech support, back-office operations, and revenue generation. With a presence in multiple countries and a diverse workforce, Alorica is committed to transforming customer interactions through innovation and a customer-first approach.

Customer Service Representative SME
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Alorica Customer Care Ltd

Responsibilities:

- Address customer inquiries and concerns regarding products or services, providing timely and accurate information.
- Develop and propose promotional ideas to enhance customer engagement and drive sales.
- Provide exceptional service and assistance to customers, ensuring a positive experience and maintaining customer satisfaction.

- Promote additional products or services to existing customers based on their needs and preferences.
- Recognize when issues require escalation to higher-level support and ensure a smooth transition.
- Meet or exceed key performance indicators (KPIs) such as response time, resolution time, and customer satisfaction scores.
- Follow company policies and procedures to ensure consistent and compliant service delivery.
- Respond promptly and courteously to emails requesting services or quotations, ensuring timely follow-up.
- Demonstrate excellent interpersonal skills and strong organizational abilities. • Communicate clearly and professionally, both orally and in writing