

# Karthic Easwar Sivapragasam

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## Customer Support Specialist

Customer-focused Product Specialist with 2+ years of experience in SaaS and Fintech environments proven track record in technical support, troubleshooting, and customer experience. Skilled in diagnosing and resolving complex API, SSO, automation, and email delivery issues using Postman, Sumo Logic, and HAR file analysis. Proficient in conducting health checks, resolving technical issues, and ensuring successful customer outcomes. Experienced in collaborating with Customer Success Managers and Account Executives to optimize onboarding, reduce delays, and enhance satisfaction.

## WORK EXPERIENCE

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### The UPS Store • Oshawa, ON

02/2025 - Present

#### Customer Service Associate

- Delivered outstanding customer service to **30+ customers daily** through phone, email, and in-person, ensuring a positive experience and encouraging repeat visits.
- Successfully processed **Guaranteed Service Refunds (GSR)** for **eligible shipments**, resulting in an estimated **\$5,000+** in refunds secured for customers.
- Linked customer records and digital files securely in internal systems, following proper handling procedures for sensitive documents
- Resolved customer complaints promptly, maintaining a **customer satisfaction rate of 95%** and helping to retain long-term clients.
- **Prepared commercial invoices to dispute customs issues and filed claims for lost or damaged packages, ensuring faster customs clearance, timely resolutions, and improved customer satisfaction.**
- Built positive rapport with diverse customers by actively listening, empathising, and simplifying complex service options to help them choose the right solutions.
- Resolved escalations with patience and professionalism, demonstrating resourcefulness in meeting unique customer needs and ensuring satisfaction.

### Freshworks (formerly Freshdesk) • Bangalore, India

07/2022 - 07/2023

#### Product Specialist

- Managed **30+ tickets daily** across multiple **channels (phone, live chat, email)**, consistently meeting **SLA(Service level agreement)** and providing effective **technical support** to customer issues with a **90% resolution rate**.
- Maintained customer information and data in compliance with GDPR standards while providing support and resolving inquiries for clients
- **Handled billing inquiries** on plan details, agent count, and card status using **Chargebee**, collaborating with the **CSM team** to reduce churn by **10%** and boost **customer satisfaction**.
- Managed software-related support requests, resolving issues within SLAs and escalating complex cases to the engineering or product team with detailed documentation.
- Handled diverse customer inquiries by asking targeted questions to identify needs, providing personalized solutions for issues ranging from appointment rescheduling to complex login troubleshooting.
- Leveraged Chargebee (**billing software**) to analyze **subscription data and identify cancellation patterns**, implement **customer retention strategies**, resulting in a 10% reduction in churn and increased customer satisfaction.

### Drip Capital • Mumbai, India

04/2021 - 07/2022

#### Senior Associate Presales

- Created detailed proposals, managed a sales pipeline worth over \$500K, and collaborated with Account Executives (AEs) to ensure deal success. Converted 20% of proposals and increased deal size by 12%
- **Led product demonstrations and mobile app walkthroughs** for premium customers, reduced support inquiries by 25%, and boosted product adoption through education on **features, best practices, and industry use cases**.
- Collaborated closely with the **product team** to enhance product features based on continuous **customer feedback**, resulting in a **15% improvement in user satisfaction scores** and increased **feature adoption rates**.

- **Delivered pre and post sales customer support**, guiding clients through onboarding, resolving setup issues and login issue, and ensuring a **90% satisfaction rate** during the onboarding phase by providing **timely and accurate resolutions** to technical issues.
- **Logged and tracked** all customer interactions in the **CRM system**, ensuring accurate documentation and **maintaining a comprehensive history of inquiries** and resolutions for effective problem management
- Set up an analytics dashboard for customers, tracking average spend and key spending metrics, which improved decision-making efficiency by 20%, increased budget accuracy by 15%, and provided actionable insights for better financial planning.

## EDUCATION

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### Graduate Certificate Program in Data Analytics

Durham College • Oshawa, ON, Canada

05/2024 - 12/2024

### Graduate Certificate Program in Project Management

Conestoga College • Kitchener, ON, Canada

09/2023 - 04/2024

### Master of Business Administration

Christ University • Pune, India

06/2019 - 04/2021

### Bachelor of Engineering in Computer Science

Sri Venkateswera College of Engineering • Chennai, India

08/2014 - 05/2018

## CERTIFICATIONS

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### Certified Associate in Project Management (CAPM)

Project Management Institute

## PROJECTS

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### Twitter Sentiment Analysis

Censored offensive language in Twitter data using Python by implementing text processing and filtering techniques to maintain content integrity.

### Market Research on Consumer Behaviour

Market Research project on whether celebrity endorsement will have an impact on purchase intention and brand awareness

## SKILLS

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### Language, Tools

- Confluence
- Freshdesk
- Hubspot
- Jira
- MS Excel
- Power BI
- Slack
- Tableau
- Zendesk

### Key Competencies

- Account Management
- Client Support
- CRM & Customer Success
- Cross-functional Teamwork
- Issue Resolution
- Onboarding
- SAAS Solution
- Troubleshooting

### Soft Skills

- Collaboration in Remote Teams
- Critical Thinking
- Customer Retention
- Decision Making
- Problem Solving
- Queue Management
- Technical Presentation