

ABHIGNA REDDY SUDINI

Toronto, ON

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PROFESSIONAL SUMMARY

Dedicated and customer-focused Technical Support Specialist with a strong background in data management and client relations. Known for delivering exceptional service, resolving complex technical issues, and ensuring customer satisfaction. Strong communicator with a proven ability to multitask, prioritize effectively, and work collaboratively in dynamic environments.

KEY SKILLS

Customer Service & Communication, Technical Troubleshooting, Data & Record Management, Diagnostic & Analytical Skills, Time Management & Prioritization, CRM Systems (e.g., Salesforce), Team Collaboration, Organization & Task Coordination

PROFESSIONAL EXPERIENCE

Technical Support Advisor

KellyConnect – Canada

Apr 2024 – May 2025

- Handled high call volumes with professionalism, resolving a wide range of customer service and technical issues.
- Utilized active listening and critical thinking to resolve billing, fraud, and hardware/software-related concerns.
- Provided guidance on product features and performed remote troubleshooting via screen sharing.
- Scheduled appointments for advanced support and coordinated with backend teams.
- Consulted internal knowledge bases and documented customer interactions thoroughly.
- Embraced coaching and feedback to continuously improve service delivery.

Technical Support Agent

Teleperformance – Canada

Jun 2023 – Mar 2024

- Provided technical assistance via inbound calls, delivering solutions and troubleshooting issues efficiently.
- Used documentation tools, process flows, and communication protocols to maintain support quality.
- Demonstrated empathy and reassurance, enhancing customer trust and satisfaction.
- Maintained data accuracy in CRM systems like Salesforce while ensuring compliance with privacy regulations (HIPAA).

EDUCATION

Postgraduate Diploma in Data Analytics for Business

St. Clair College – Windsor, ON

Apr 2024

Bachelor's in Computer Science & Engineering

JNTU – India

Nov 2020