

# **DINAKARAN VEERA RAGAVA PERUMAL**

Customer Support Specialist

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## **PROFESSIONAL SUMMARY**

Customer-focused and technically savvy professional with 3+ years of experience in customer service and technical support. Skilled in troubleshooting hardware and connectivity issues, assisting diverse customers via phone, chat, and email, and delivering high-quality solutions in a fast-paced environment. Adept at using Microsoft Office applications and CRM platforms. Committed to enhancing customer satisfaction through superior communication, critical thinking, and problem-solving skills.

## **CORE SKILLS**

- Technical Troubleshooting & Tier 2 Support
- Inbound call, chat, & Email Support
- Customer Relationship Management (CRM)
- Problem Solving & Root Cause Analysis
- Microsoft Office (Outlook, Word, Excel)
- Time Management & Multitasking
- Communication (Verbal & Written)
- Conflict Resolution
- Team Collaboration
- Streaming devices technical support

## **PROFESSIONAL EXPERIENCE**

### Customer Support Associate

Amazon development center | Remote | September 2019 – November 2022

- Delivered exceptional support to multinational customers (US, UK, and Canada) via calls, emails, and live chats, maintaining a customer satisfaction rating above 95%.
- Troubleshoot and resolved technical issues related to order tracking, digital products, and device connectivity.
- Handled and resolved issues related to Amazon Prime and associated streaming services.
- Utilized internal CRM systems and knowledge bases to provide quick and accurate solutions.
- Handled high volumes of inbound inquiries, maintaining quality and response time targets.
- Collaborated with internal teams to escalate and resolve complex technical issues.

### Shipping Clerk

Apria Tilray | Windsor, ON | May 2023 – August 2023

- Coordinated shipping and receiving operations while managing documentation and inventory systems.
- Utilized technical tools and ERP software to track shipments and address operational issues efficiently.
- Developed strong communication and coordination skills working with carriers, suppliers, and internal teams.
- Ensured attention to detail and troubleshooting of logistical discrepancies under tight deadlines.

### Production Associate

Plasman | Windsor, ON | August 2024 – December 2024

- Conducted quality inspections of manufactured products and troubleshooting equipment issues when necessary.
- Maintained high standards of accuracy and followed technical specifications and quality protocols.
- Support a team-oriented environment while meeting production targets and resolving minor technical faults.

## **EDUCATION**

Graduate Certificate in International Business Management – Logistics

St. Clair College, Windsor, Ontario | 2023 – 2024

Bachelor of Technology in Mechatronics Engineering

Sri Krishna College of Engineering and Technology, Coimbatore, India | 2014 – 2018

## **TECHNICAL PROFICIENCY**

- Microsoft Office Suite (Outlook, Word, Excel)
- CRM and Ticketing Systems (internal Amazon systems)
- Basic Troubleshooting: Connectivity, Device Setup
- Chat and Call Management Tools

## **REFERENCES**

Available upon request.