

Sunil Thakur

Senior Customer Support Executive and Team Lead

Mohali, Punjab · [Phone] · [Email] · [Website or LinkedIn]

PROFESSIONAL SUMMARY

Customer support professional with seven years on international and domestic processes for SaaS and travel companies. Handles escalations by email, chat and phone, coaches new agents and supports a team of 12 as acting team lead. Works in Zendesk and Salesforce Service Cloud, and is comfortable with US-shift hours and weekly quality calibration sessions.

SKILLS

Escalation handling · Email and chat support · Zendesk and Salesforce Service Cloud · Knowledge base writing · Quality audits · New hire coaching · SLA tracking · Refund and billing queries · US-shift support · Root-cause tagging

EXPERIENCE

Senior Support Executive (Acting Team Lead) — SaaS company selling scheduling software to US clinics, Mohali

3 years · current

- Handle tier-two escalations on billing, integrations and data issues, resolving most without passing them to engineering.
- Coach 12 agents through call and ticket audits, weekly calibration and one-to-one feedback on tone and accuracy.
- Wrote 40 help centre articles on common errors, which cut repeat tickets on those topics noticeably.
- Track first-response and resolution SLAs on a shared dashboard and reassign tickets before they breach.

Customer Support Executive — Online travel booking company, Gurugram

3 years

- Handled flight and hotel cancellations, refunds and date changes over phone and email for domestic travellers.
- Managed disruption queues during monsoon flight delays, rebooking stranded customers within the airline's rules.
- Consistently scored above the quality benchmark and was chosen to train two new batches on the refund process.

Customer Care Associate — Telecom service provider's outsourced helpdesk, Chandigarh

1 year

- Answered prepaid and postpaid billing queries in Hindi, Punjabi and English on an inbound voice process.
- Processed number portability and plan change requests following verification rules.

EDUCATION

Bachelor of Commerce — Government college, Chandigarh

CERTIFICATIONS AND REGISTRATIONS

- Zendesk Support Administrator, vendor training
- COPC Customer Experience Standard awareness course

PROJECTS

- Macro library — rebuilt 60 ticket macros with clear tone and next steps, used by the whole support team
- Escalation matrix — mapped which issues go to billing, engineering or account managers, shortening handoffs

LANGUAGES

English · Hindi · Punjabi