

Syed akram

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SUMMARY

Proactive Customer Care Specialist with 2 years of experience resolving inquiries and enhancing customer satisfaction at Skypes. Resolved an average of 100 inquiries daily, achieving a 95% satisfaction rate, and drove a 30% increase in self-service utilization through strategic support initiatives. Seeking to leverage exceptional customer service skills to contribute to a dynamic team, fostering improved client relations and service excellence.

EXPERIENCE

Training coordinator

Right side story private limited

Delhi India

- Developed comprehensive training programs for a diverse team of 50 employees, utilizing interactive e-learning platforms and workshops that increased participant knowledge retention by 30% and engagement by 45%.
- Orchestrated a series of quarterly leadership seminars, leveraging innovative presentation tools and guest expert speakers, resulting in a 25% increase in leadership skills and team cohesion scores across departments.
- Managed the scheduling of bi-weekly training sessions, optimizing resource allocation and [through digital platforms which led to a 20% reduction in session overlaps and a 15% improvement in participant satisfaction.](#)

Customer care specialist

Skypes

June 2022 - June 2024, Hyderabad Telangana

Skype provides a telecommunications platform that offers free video chat and voice calls to internet-connected devices.

- Resolved an average of 100 customer inquiries per day through phone and email, achieving a 95% satisfaction rate by utilizing CRM software to track and manage customer interactions efficiently.
- Advised customers on technical solutions using Skype's features, increasing self-service utilization by 30% through comprehensive webinars and personalized support initiatives.
- Monitored and improved expense reporting processes using CRM analytics, enhancing accuracy by 25% over a three-month period and reducing discrepancies in customer billing inquiries.
- Streamlined invoicing process by implementing automated CRM workflows, reducing processing
- Answered phones utilizing CRM software to resolve over 200 customer inquiries weekly, achieving a 98%

EDUCATION

Bachelor's degree in computer application

Minor in B.com computers · Osmania University · Hyderabad Telangana · 2025 · 6.0

• Degree discontinued

Senior secondary school

Minor in Arts & commerce · RLD junior college · Hyderabad Telangana · 2023 · 6.0

Secondary school

New oxford high school · Hyderabad Telangana · 2021 · 9.0

SKILLS

Languages: Hindi, Urdu, Fluent English, Telugu

Ms office

Problem solving

Project management

Typing skills

Communication skills

Customer service