

Priya Nair

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PROFESSIONAL SUMMARY

Customer service representative with 6 years across SaaS and e-commerce, running phone, chat and email at 60–75 tickets per day. Holds CSAT at 96% against a 90% target and cut first-response time by 40% as the team's Zendesk macro owner. Promoted to senior CSR within 2 years.

KEY SKILLS

- Channels: phone, live chat, email, social — B2C and SMB B2B
- Platforms: Zendesk (admin + macros), Salesforce Service Cloud, Intercom, Freshdesk, Jira
- Metrics owned: CSAT, NPS, first-contact resolution, average handle time, first-response time
- De-escalation and retention — handled churn-risk and executive escalations
- Languages: English (native), Hindi (fluent), Spanish (conversational, B1)
- Typing 78 WPM · SOC 2 and PCI-DSS handling awareness

EXPERIENCE

Senior Customer Service Representative

Apr 2022 – Present

Northgate Software — Denver, CO (B2B SaaS)

- Handle 60–75 tickets per day across chat and email; sustain 96% CSAT against a 90% target
- Own the Zendesk macro and help-centre library — cut median first-response time from 4h 10m to 2h 30m
- Resolve tier-2 billing and provisioning escalations, including churn-risk accounts worth \$480K ARR retained in 2025
- Onboard and coach new CSRs; reduced time-to-independent-queue from 6 weeks to 4
- Partner with engineering on bug triage, filing reproducible Jira tickets for recurring customer-reported defects

Customer Service Representative

Jan 2020 – Mar 2022

Bright Harbor Retail — Denver, CO (e-commerce)

- Managed order, delivery, returns and refund enquiries by phone and chat at 80+ contacts per day in peak season
- Held first-contact resolution at 87% against a 78% team average
- Recognised Agent of the Quarter twice for QA scorecard performance (98% average)
- Maintained 97% schedule adherence across weekend and holiday peak rotations

EDUCATION

BA, Communication

2015 – 2019

University of Colorado Denver

- Minor in Business Administration

CERTIFICATIONS

- Zendesk Support Administrator — Expert certification, 2024
- HDI Customer Service Representative (HDI-CSR) — 2022
- Google Analytics Individual Qualification — 2023

REFERENCES

Available on request.