VINOD BASKER

Customer Support Specialist

CONTACT

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SKILLS

- Effective Listening
- Time Management
- Decision Making
- Order Processing
- Problem Solving
- Clear Communication
- Refunds & Returns
- Congnitive Flexibility
- Escalation Resolution
- Service Knowledge

LANGUAGES

- Tamil (Native)
- English (Advanced)
- French (Intermediate)

INTERESTS

- Reading
- Meditation
- Volunteering

OBJECTIVE

Results-driven Customer Support Specialist with over 10 years of experience delivering high-quality multi-channel support across voice, email, and live chat. Proven ability to handle high-volume customer inquiries, resolve complex issues, process transactions, and maintain strong customer satisfaction in fast-paced contact center environments. Skilled in industry-standard CRM and support tools including Avaya, Genesys, Zendesk, and Salesforce.

EXPERIENCE

Sutherland Global Services - Consultant
November 2013 - January 2015
• Handled high-volume inbound voice calls for Air India International customer support using Avaya software
• Assisted passengers with flight-related queries, booking changes, baggage issues, and general travel support
• Delivered consistent, professional service in a multilingual and high-pressure contact center environment
• Resolved customer issues efficiently while adhering to quality and service level standards

Maersk Global Services - Senior Associate
August 2015 - December 2017
• Provided email-based customer service using Zendesk ticketing system for logistics and shipping inquiries
• Delivered accurate and timely updates on shipping status and tracking details
• Ensured compliance with company policies while maintaining professional and courteous communication with international customers
• Resolved complex customer queries related to freight, documentation, and shipment tracking in a fast-paced global support environment

Groupon Shared Services - Senior CSR
November 2018 - January 2026
• Managed real-time customer interactions through live chat using Salesforce console in a high-volume e-commerce support environment
• Created and processed customer orders, handled product-related refund and return requests, and resolved issues efficiently
• Supported escalated queries by managing supervisor chats and delivering timely resolution using Genesys software
• Maintained high levels of customer satisfaction through accurate information, and effective problem-solving across multiple support channels

EDUCATION

University of Madras
2009 - 2012
Bachelor of Business Administration
7 CGPA