



**SUBHAM MUNDRA**



**Support Specialist** based in India, helping Online SaaS Startups elevate their users' experience by providing exceptional Customer Support.

## Product Support Specialist at YunaPRO.com

JUL. 2024 - PRESENT

Assisting users with product-related queries, troubleshoot technical issues and working closely with the Co-founder to ensure flawless user experience.

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## Support Consultant at SEOmatic.ai

NOV. 2024 - JAN. 2025

Worked closely with the founder to set up the foundations for support by creating Use Cases and Knowledgebase Articles with Screencasting tutorials.

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## Chat Support Representative at ReverseContact.com

FEB. 2024 - APR. 2024

Ensured that customers maximize subscription benefits and coordinated between Sales & Technical teams for seamless problem resolution.

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## Support Engineer at Buzznerd.com

FEB. 2023 - JAN. 2024

Managed customer queries, software updates, website functionality, and contributed to content creation for enhanced brand visibility and engagement.

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## Happiness Contractor at WordPress.com

FEB. 2022 - DEC. 2022

Offered Frontline Support, swiftly addressed inquiries, resolved technical challenges, and provided tailored solutions to users' needs.

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## Customer Support

- **Email Support:** Responding to customer queries, resolving issues, and providing product guidance.
  - **Live Chat Support:** Assisting users in real time via chat platforms.
  - **Ticket Management:** Organizing, prioritizing, and resolving tickets using tools like Freshdesk or Zendesk.
  - **Knowledge Base Creation:** Writing and maintaining FAQs, user guides, and help articles.
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## Onboarding Support

- **Onboarding Calls:** Helping new users get started with the product via personalized walkthroughs.
  - **Account Setup Assistance:** Assisting users in setting up their accounts or integrating the product with their workflows.
  - **Training Sessions:** Conducting webinars or 1:1 training for teams or individual users.
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## Technical Support

- **Troubleshooting Calls:** Diagnosing and resolving technical issues with the product.
  - **Bug Reporting:** Identifying and reporting bugs to the development team.
  - **API/Integration Support:** Helping users with API usage or third-party integrations.
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## Proactive Support

- **Outreach to Inactive Users:** Engaging with users who haven't used the product in a while.
  - **Feature Announcements:** Informing users about new features or updates.
  - **Retention Campaigns:** Helping retain users by addressing their concerns or offering tailored solutions.
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## Operational Support

- **Support Workflow Optimization:** Streamlining support processes for efficiency.
  - **Tool Setup and Management:** Configuring and managing support tools like CRMs, help desks, or chatbots.
  - **Team Support Documentation:** Creating internal guides for support processes.
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## Collection and Reporting

- **User Feedback Gathering:** Collecting insights about user experiences and feature requests.
  - **Customer Satisfaction Surveys:** Conducting surveys to gauge user satisfaction.
  - **Reporting Trends:** Analyzing and summarizing common user pain points for the product team.
  - **Support Metrics Tracking:** Monitoring response times, resolution rates, and other KPIs.
  - **Weekly/Monthly Reports:** Providing founders with insights into support performance and user trends.
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## Lucy W. Smith

Co-founder, YunaPRO.com

Subham delivered good work for us. He had to learn many new systems, technology, as well as various troubleshooting scenarios which were customer facing. He was also dependable and open to feedback. We are very pleased with his work and look forward to continuing to work with him in the future. Highly recommended.

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## Minh Pham

Founder, SEOmatic.ai

Subham is great to work with! He provides valuable suggestions, communicates clearly and works autonomously, which is incredibly important for me as a busy founder. Looking forward to continue working with him in the future.

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## **Jerry Van Galdar**

Chief Executive Officer | Buzznerd.com

Stellar performance. Always on-time, willing to learn, take on new roles/tasks, great English and very friendly.

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## **Andrea Badgley**

Director of Support | WordPress.com

Subham is engaged and communicates well, is responsive in a remote environment, and is receptive to feedback. We enjoyed working with him on this assignment.

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