

Priya Nair

Customer Support Specialist | SaaS troubleshooting and customer education

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PROFILE

Customer support specialist with four years of experience helping SaaS customers resolve account and workflow problems through clear investigation, writing and cross-team follow-up.

SKILLS

Customer support, troubleshooting, Zendesk, knowledge bases, ticket analysis, onboarding, incident communication, SQL basics

EXPERIENCE

Customer Support Specialist — Clearpath Software | 2023–Present

- Resolved an average of 45 technical and account tickets per week while maintaining a 94% quality-review score.
- Analyzed repeat setup questions and published 14 help articles that reduced related inbound tickets by 22% over four months.
- Escalated reproducible product defects with browser, account and request evidence, helping engineering close eight recurring issues.

Customer Service Associate — Coastline Services | 2021–2023

- Handled email and chat enquiries for customers in three time zones and documented each resolution in the support system.
- Coached four new colleagues on tone, data handling and escalation paths.

SELECTED PROJECTS

Support quality review: Sampled 120 closed tickets, grouped failure causes and proposed three changes to macros and internal guidance.

EDUCATION

BA, English and Communication — Example College, 2021