

POOJA ANUGU

CUSTOMER SUCCESS SPECIALIST - CRM Management, Ticketing Systems, Reporting

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SKILLS

- **CRM Systems:** Internal Ticketing Systems, Customer Case Tracking, Issue Resolution Documentation.
- **Workplace Productivity Tools:** Microsoft Teams, Zoom, Outlook, Google Workspace.
- **Project & Workflow Tools:** MS Project, Microsoft Teams, Task Coordination, Workflow Management.
- **Data & Reporting Tools:** Microsoft Excel, Customer Reporting, Data Tracking, Record Management.
- **Technical Support Tools:** Basic Troubleshooting, Account Setup, Email Systems, Digital Support Platforms.

WORK EXPERIENCE

Associate Customer Support

March 2025 - November 2025

Tech Mahindra

Scarborough (Remote)

- Implemented customer assistance through phone, email, and chat channels, resolving 60+ daily inquiries related to product information, pricing, and service availability.
- Managed billing adjustments, payment updates, and account modifications for 40+ customer accounts daily, ensuring accurate records and improved satisfaction.
- Placed and tracked phone orders while coordinating delivery updates, prosperously managing 35+ orders per day across multiple service requests.
- Facilitated customers with sales-related concerns including phone upgrades, plan modifications, and order processing for 30+ requests per shift.
- Retained customers by resolving service concerns and providing tailored solutions, contributing to a 15% reduction in cancellation requests.
- Collaborated with internal departments including billing and technical teams to resolve 25+ complex service inquiries weekly.
- Explained product features, service plans, and promotional offers to 50+ customers weekly, supporting informed purchasing decisions.
- Updated customer records and service notes in CRM systems for 45+ interactions daily, ensuring accurate case documentation.
- Monitored service requests and follow-ups to ensure timely issue resolution, thriving closing 20+ customer cases weekly.

Security Concierge

April 2023 - February 2025

First Security Protection Services

Toronto

- Influenced residents, visitors, and vendors with building access requests and inquiries, supporting 80+ daily interactions at the concierge desk.
- Maintained detailed incident reports and service documentation for 20+ weekly security events to support accurate issue tracking.
- Implemented CRM and security management software to log visitor records and monitor access activity for 100+ entries per shift.
- Responded to customer complaints and safety concerns while coordinating with security staff, resolving 15+ service issues weekly.
- Communicated building policies and service procedures clearly to residents and guests, improving compliance rates by 18%.
- Collaborated with building management and maintenance teams to coordinate 10+ service requests weekly while maintaining safety protocols.
- Managed incoming calls and service inquiries at the front desk, managing 30+ communication requests daily while maintaining professional service standards.
- Monitored visitor logs and access permissions for 120+ entries per shift, ensuring accurate security documentation.
- Coordinated building management with incident follow-ups and service coordination, supporting resolution of 12+ facility requests weekly.

EDUCATION

Diploma in Project Management

January 2024 – August 2024

Georgian College – Toronto