

# THAMIM M

thamim.mtech@gmail.com | +91 7639384488 | Tenkasi, Tamilnadu, India 627424

## Professional Summary

Customer-focused Support Specialist with 5+ years of experience in gaming customer support, technical troubleshooting, and issue resolution. Skilled in email and voice support, account management, payment disputes, and escalation management. Proficient in Zendesk and Helpshift, with a strong track record of improving customer satisfaction (CSAT) and meeting SLA targets. Experienced in team leadership, training, and process improvement.

## Work Experience

**Intouch CX**, Bangalore

Oct 2019 – Feb 2026

Senior Support Executive

- Resolved 100+ customer tickets per day via email, consistently meeting SLA targets and maintaining high CSAT scores.
- Delivered customer support for gaming platforms, resolving technical issues, account-related concerns, and in-game purchase disputes.
- Conducted technical training sessions for internal teams, improving independent troubleshooting and reducing dependency on escalations.
- Led a team of 4, improving resolution efficiency and reducing escalation rates.
- Identified and resolved recurring technical issues, contributing to improved product performance and user experience.

**Hinduja Global Solutions**, Bangalore

Aug 2018 – Aug 2019

Customer Relationship Officer (Retention Department)

- Performed all duties to provide full customer satisfaction and retain customer.
- Delivered customer service via email and voice communication with exceptional courtesy and efficiency.
- Processed payments and handled billing related requests efficiently and accurately.

**Softwits Startup Technology**, Bangalore

Feb 2015 – Sept 2016

Content Creator/Analyst

- Created content for blogs, social media, emails, and websites to boost engagement and brand reach.
- Designed visuals (Images, infographics, videos) for enhancing audience engagement and brand awareness.
- Performed keyword research and executed on-page SEO strategies using tools like to improve search engine visibility.

## Professional Skills

- Zendesk and Helpshift
- Complex Problem Solving
- Analytical and Attention to Detail
- Content creation and management
- Payment Issues & Dispute Resolution
- Retention and de-escalation
- Advanced troubleshooting skills
- Software bug identification and resolution

## Education

B.S. Abdur Rahman University, Chennai, 2014  
Master of Technology in Computer Science with CGPA 7.75

Mohamed Sathak Engineering College, Kilakarai, 2012  
Bachelor of computer science with CGPA 6.94

## Educational Activities & Publication

- Delivered seminars and workshops for college students on Mobile Technologies.
- Mentored undergraduate students by guiding them through academic projects and technical implementations.
- Presented a paper at the Research Trends in Computer Applications and Information Management (RTCAIM) National Conference, Bangalore
- Published a research paper on Wireless Sensor Networks in the AIMS Journal of Research, Volume 9, Issue 1, pages 34-39.

## Technical Experience

- Developed and maintained websites with HTML, CSS, and JavaScript, enhancing functionality and user experience through redesigns.
- Led a team of 6 in a tech startup, managing end-to-end product and content management, from ideation to launch.

## Awards and Achievements

- Four times Rewards and Recognition winner.
- Successfully helped bring the client's support queue in-house through strategic issue resolution and improved customer satisfaction.
- Consistently maintained high quality standards in product support and service delivery.

## Strengths & Interests

- **Professional:** Ability of smart working, Time management.
- **Behavioral:** Composed and Polite, Willingness and Fast Learning.



<https://www.thamim.online>