

THAMIM M

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PROFESSIONAL SUMMARY

Senior Technical Support & Customer Success Professional | Gaming | SaaS | AI-Powered Support

Customer Support and Technical Success professional with 6+ years of experience supporting global gaming and SaaS products through high-volume email support, technical troubleshooting, customer retention, and process improvement. Experienced in resolving 100+ customer issues daily while consistently meeting SLA and quality expectations. Proven ability to lead teams, perform root cause analysis, build knowledge bases, and collaborate with engineering to reduce recurring issues.

WORK EXPERIENCE

Senior Consultant, Technical Support — IntouchCX, Bangalore

Oct 2019 – Feb 2026

- Resolved 100+ customer support tickets daily via email for a live gaming platform, consistently meeting SLA targets and sustaining high CSAT scores across a 6-year tenure.
- Led a team of 4 support consultants, mentoring on troubleshooting and process improvements that measurably reduced escalation rates and improved first-contact resolution.
- Conducted Root Cause Analysis (RCA) on recurring technical incidents, feeding fixes back to engineering and reducing repeat ticket volume for known issues.
- Delivered technical training sessions for internal teams, cutting dependency on senior-level escalations and raising team-wide troubleshooting capability.
- Authored and maintained Knowledge Base articles and troubleshooting guides, enabling customer self-service and improving agent productivity.
- Managed account issues, gameplay errors, payment disputes, and in-game purchase concerns using Salesforce Service Cloud, Zendesk, Helpshift, and Jira.
- Collaborated with Community Management to monitor social channels, proactively flagging emerging technical issues and service outages before ticket spikes.
- Analyzed support and performance data to identify player churn trends, contributing directly to Quality Assurance initiatives.
- Maintained full compliance with GDPR and internal data-privacy policy while managing sensitive customer account data.
- Successfully brought a major client's support queue in-house, contributing to the transition through issue-resolution quality and process documentation.

Customer Relationship Officer, Retention — Hinduja Global Solutions, Bangalore

Aug 2018 – Aug 2019

- Delivered customer retention and technical support through voice and email channels, resolving billing, payment, and service-related issues while maintaining strong customer satisfaction.
- Processed payments and billing requests accurately, minimizing disputes and repeat contacts.

Career Break

Sept 2016 – Aug 2018

- Stepped away from full-time work for personal and family reasons.

Content Creator / Analyst — Softwits Startup Technology, Bangalore

Feb 2015 – Sept 2016

- Created SEO-optimized blogs, web content, email campaigns, and social media content that increased online visibility and strengthened brand engagement for a growing technology startup.
- Executed SEO initiatives, including keyword research and on-page optimization, to improve organic visibility.

TECHNICAL PROJECTS

NexaSupport AI — AI-Powered Customer Support Assistant

- Built and deployed a working AI-powered support assistant using the Groq API, demonstrating applied AI integration for customer support workflows.
- Integrated REST APIs to deliver real-time conversational support with escalation-aware workflows.

MacroForge — AI Macro Generator for Support Teams | HTML/CSS/JS, Groq API

- Built an AI-powered tool generating tone-tuned Zendesk-style macros with variable placeholders, a searchable library, and CSV export
- Deployed as a zero-backend static site on GitHub Pages, turning repetitive ticket replies into ready-to-send drafts in second.

DriveMate — Car Rental & Driver Booking Platform | Node.js, JavaScript, REST API

- Built a full-stack car rental/driver booking platform (Node.js, REST API) with separate customer, driver, and admin interfaces
- Enabled secure booking lookup via phone verification and real-time admin approval workflows for driver/vehicle assignment.

EDUCATION

- M.Tech, Computer Science & Engineering — B.S. Abdur Rahman University, Chennai (2014), CGPA 7.75
- B.E., Computer Science — Mohamed Sathak Engineering College, Kilakarai (2012), CGPA 6.94

CERTIFICATIONS

Information Security Analyst – NASSCOM | Skill India Digital Hub | Jul 2026

- Covered cybersecurity fundamentals, information security principles, and security best practices
- Salesforce Trailhead — Service Cloud / Customer Success

Deloitte Australia Data Analytics Job Simulation – Forage | Jul 2026

- Completed practical tasks in Tableau, data analysis, data visualization, and forensic technology.
- Classified pay equality metrics using calculated fields and generated business insights from real-world datasets.

SKILLS

Customer Success & Support: Escalation Management, Customer Retention, SLA & Queue Management, De-escalation, GDPR Compliance, Quality Assurance (QA).

CS Platforms & Tools: Zendesk, Helpshift, Salesforce Service Cloud, Jira, Tableau.

Technical & AI Skills: Python, SQL, REST APIs, Git/GitHub, AI Tool Integration (Groq API), Root Cause Analysis (RCA).

AWARDS

- 4x Rewards & Recognition awards at IntouchCX for outstanding customer support performance and satisfaction.
- Recognized for mentoring and training support teams, improving first-contact resolution and knowledge sharing.