Shubham Lodha

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Professional Summary

Customer Support Team Lead with 5+ years of experience in SaaS support and service operations. Proven ability to lead teams, enhance customer satisfaction, and optimize performance through data-driven decisions. Skilled in CRM tools like Salesforce (reports and dashboards), process improvement, and team coaching. Strong understanding of customer service principles with hands-on experience in issue resolution and service quality.

Professional Experience

Teleperformance – Jaipur, India

Assistant Manager – Customer Care | Mar 2022 – Present

- Led and coached a team of 12+ support associates, driving SLA compliance and CSAT improvement.
- Designed analytics tools that reduced workforce shrinkage by 15%.
- Created reports and dashboards using Salesforce to track support metrics and improve resolution time.
- Conducted regular QA reviews and one-on-one coaching sessions to boost agent performance.

Subject Matter Expert – Customer Support | Jul 2021 – Feb 2022

- Provided support on escalated issues and helped agents improve first-contact resolution.
- Streamlined workflows, reducing average handling time (AHT) by 18%.
- Mentored new team members and contributed to internal process training.

Customer Support Executive | Dec 2019 – Jun 2021

- Developed a strong understanding of customer service fundamentals through direct customer interactions.
- Focused on empathetic communication, root cause resolution, and continuous feedback to improve service quality.
- Actively collaborated with internal teams to resolve recurring issues and improve customer experience.

Skills

Customer Support Leadership | Team Coaching & QA

CRM Reporting & Dashboards (Salesforce)

Excel & Data Analysis | SLA Management | Process Optimization

Workforce Planning | Communication & Problem Solving

Education

S.D. Govt. College, Beawar, Rajasthan

Bachelor of Commerce (B.Com) | 2018 – 2021

Achievements

- Built a shrinkage prediction tracker that improved workforce scheduling efficiency.
- Developed a behavioral assessment tool to enhance team communication and collaboration.

Additional Information

Open to relocation or remote opportunities.

Interested in using analytics and process improvements to enhance customer support operations.