



SUBHAM MUNDRA



Top-Rated Freelancer



5-Star Average Rating



100% Job Success Score



Support Specialist based in India, helping Online SaaS businesses elevate their customer's experience by providing exceptional user support.

Support Specialist at YunaPRO.com

JUL. 2024 - PRESENT

Assisting users with product-related queries, troubleshoot technical issues, providing solutions for errors, and ensuring flawless user experience.

Chat Representative at ReverseContact.com

FEB. 2024 - APR. 2024

Ensured that customers maximize subscription benefits and coordinated between Sales & Technical teams for seamless problem resolution.

Support Engineer at Buzznerd.com

FEB. 2023 - JAN. 2024

Managed customer queries, software updates, website functionality, and contributed to content creation for enhanced brand visibility and engagement.

Happiness Contractor at WordPress.com

FEB. 2022 - DEC. 2022

Offered Frontline Support, swiftly addressed inquiries, resolved technical challenges, and provided tailored solutions to users' needs.

Jerry Van Galdar

C.E.O. | Buzzard.com



Stellar performance. Always on-time, willing to learn, take on new roles/tasks, great English and very friendly.

Andrea Badgley

Contractor Program Manager | WordPress.com



Subham is engaged and communicates well, is responsive in a remote environment, and is receptive to feedback. We enjoyed working with him on this assignment.

Tools

- WordPress
 - Zendesk
 - Loom
 - Jira
 - Crisp
 - Slack
 - Asana
 - Notion
 - Google Workspace
 - Freshdesk
 - Go High Level
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