



SUBHAM MUNDRA



Top-Rated Freelancer



5-Star Average Rating



100% Job Success Score



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

Product Support Specialist at YunaPRO.com

JUL. 2024 - PRESENT

Assisting users with product-related queries, troubleshoot technical issues and working closely with the Co-founder to ensure flawless user experience.

Support Consultant at SEOmatic.ai

NOV. 2024 - JAN. 2025

Worked closely with the founder to set up the foundations for support by creating Use Cases and Knowledgebase Articles with Screencasting tutorials.

Chat Support 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.

Lucy W. Smith



Co-founder | YunaPRO.com

Subham delivered good work for us. He had to learn many new systems, technology, as well as various troubleshooting scenarios which were customer facing. He was also dependable and open to feedback. We are very pleased with his work and look forward to continuing to work with him in the future. Highly recommended.

Minh Pham



Founder | SEOmatic.ai

Subham is great to work with! He provides valuable suggestions, communicates clearly and works autonomously, which is incredibly important for me as a busy founder. Looking forward to continue working with him in the future.

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
 - Zoom
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