Riya Singh

Remote Customer Support Specialist | Chat & Email Support Expert

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SUMMARY

Customer-focused remote support professional with 3+ years of experience in live chat, email support, CRM operations, virtual assistance, and team leadership. Currently delivering high-volume chat support for Zomato via Startek, handling 80–100+ daily chats with 99%+ CRM accuracy. Available for IST night shifts covering US (EST), UK (GMT), EU (CET) and UAE (GST) business hours. Immediate joiner.

CORE SKILLS

Live Chat Support · Email & Ticket Handling · Zendesk · Freshdesk · Customer Complaint Resolution · SLA Management & Reporting · Escalation Management · Virtual Assistance · Data Entry & CRM Accuracy · Microsoft Office · Remote Team Leadership · Onboarding & Documentation · Order & Refund Processing · Help Desk Support · Fluent Written English (B2+)

PROFESSIONAL EXPERIENCE

Customer Support Agent

Startek (for Zomato) · May 2026 – Present

- Handle real-time live chat support for Zomato customers across order issues, refunds, cancellations, and delivery complaints.
- Maintain SLA targets and 99%+ CRM accuracy while handling 80–100+ daily chats.
- Escalate critical issues to Level 2 support with full documentation and follow-through.

Team Leader, Remote Recruitment Operations

Recruiter Hub · Dec 2025 – Present

- Lead a distributed team of 20+ recruiters across multiple geographies.
- Drive bulk hiring campaigns for delivery partners at Swiggy, Zomato, Flipkart Minutes, Blinkit and Porter.
- Own onboarding lifecycle and deliver daily performance reporting.

Senior Operations Executive

Bajaj Capital Insurance Broking Ltd · May 2023 – Nov 2025

- Managed end-to-end insurance policy lifecycle: issuance, renewals and cancellations.
- Resolved customer queries on policies, claims and premiums — 50+ tickets daily via phone, email and CRM.
- Ensured full compliance with SOPs and IRDAI regulations.

EDUCATION

Bachelor of Business Administration (BBA)

School of Management Sciences, Jaunpur · 2022

REMOTE READINESS

Languages:	English (Professional, B2+) · Hindi (Native)
Time zone:	IST nights (9 PM – 5 AM) covering EST, GMT, CET, GST
Equipment:	Laptop, stable broadband, quiet home workspace
Availability:	Immediate joiner, zero notice period