

# Chandana Satish

Communications Manager

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## Languages

English

## About

With nearly 3 years in customer-focused roles, my expertise lies in providing exceptional service and multitasking efficiently. Skilled in CRM, complaint handling, and client advising, I thrive in dynamic retail settings, ensuring personalised attention to every customer's needs.

### BRANDS WORKED WITH

Bindass Restaurant Bexleyheath

PowerSchool

## Experience

### ● Waitress

Bindass Restaurant Bexleyheath | Oct 2023 - Jan 2024

- Provided excellent customer service by greeting patrons, taking orders and addressing any questions or concerns.
- Efficiently managed multiple tables by taking orders, serving food and beverages, and ensuring timely delivery of orders.
- Maintained cleanliness and organization in the dining area, including setting tables, clearing dishes, and cleaning surfaces.
- Handling transactions accurately, including processing payments and managing cash registers.
- Remained attentive to patrons' needs throughout their dining experience and provided personalized service.
- Assisted in other areas of the restaurant as needed, such as hosting and catering events.



### ● Associate Quality Assurance Engineer/ Operations Analyst

PowerSchool | Jul 2021 - Sep 2023

- Audited company products to identify areas of concern and improve efficiency.
- Collated and Analysed calls, chats, emails to identify possible gaps and deliver better customer experience/ satisfaction.
- Performed root cause analysis for detected faults and developed corrective actions.
- Generated reports and dashboards using Salesforce on a weekly and monthly basis.
- Audited cases for almost all the products and provided feedback to the management.
- Audited and analysed cases of engineers and helped them achieve good CSAT scores.
- Coached engineers who had been under performing and helped them achieve 100% CSAT scores.
- Created standard case audit rubrics as per the required protocols and performed case audits.
- Developed inter-disciplinary cross-training programs to expand competencies among employees.



### ● Associate Customer Communications Manager

PowerSchool | Dec 2020 - Jul 2021

- Trained all the new hires on basic communication and soft skills. Trained overseas clients( US and Philippines) on basic customer service skills and etiquette.
- Hosted webinars to educate the customer about the existing products and any new products that were yet to be released.
- Hosted webinars to troubleshoot any issue that were faced by the customer while using the products.
- Designed and sent out newsletters to internal teams and customers that were using the products which contained information about new product releases.

## Education & Training

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2023 - 2024 ● **University of East London**

Master of Business,

2016 - 2020 ● **MVJ College of Engineering**

Bachelor of Engineering,