SHIVAKUMAR MEESALA

IT SERVICE DESK ANALYST | CUSTOMER SUPPORT SPECIALIST

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PROFESSIONAL PROFILE

Customer-focused and detail-oriented professional with over two years of experience delivering high-quality support in fast-paced, global environments across digital customer service and retail operations. Proven ability to resolve complex queries related to accounts, access, and transactions while consistently meeting key performance indicators including Customer Satisfaction (CSAT), Average Handling Time (AHT), and Service Level Agreements (SLA).

Skilled in troubleshooting, data analysis, and using enterprise systems to improve service outcomes. Strong communicator with experience collaborating across teams and supporting international customers. Seeking opportunities within customer support or IT service desk environments where technical problem-solving and service excellence are valued.

WORK EXPERIENCE

Customer Service Associate & Store Operations **September, 2024 – Present**

B&M Bargains, B&M Bargains, UK

- Delivered front-line customer service in a high-volume retail environment, resolving queries efficiently
- Processed transactions accurately using digital point-of-sale systems
- Managed customer escalations while maintaining high service standards
- Ensured compliance with operational procedures and company policies
- Supported onboarding and training of new colleagues on systems and service practices

International Customer Support Associate (Virtual)

Amazon Development Center **August, 2022 – August, 2024**

- Provided end-to-end customer support using enterprise-scale systems and internal tools
- Resolved complex issues related to customer accounts, access, and transactions
- Analysed customer data to identify trends, risks, and service improvement opportunities
- Applied structured problem-solving and root cause analysis to minimise repeat issues
- Collaborated with internal teams to deliver timely and effective resolutions
- Consistently met KPIs including CSAT, AHT, and resolution quality
- Supported onboarding and mentoring of new team members
- Delivered support across global regions including Europe and North America

Key Project Contributions:

- AC3 Tool Pilot Programme: Selected among top 600 associates to test and support rollout of a new internal tool, providing feedback and resolving advanced customer issues
- Customer Issue Reduction Initiative: Applied root cause analysis to recurring account issues, helping reduce repeat contacts and improve resolution quality
- Onboarding & Training Support: Assisted in training new hires on systems and customer handling procedures, improving team efficiency

EDUCATION

Master of Science in Electrical and Electronices Engineering

- Graduated: 2026

Bachelor of Science in Electrical and Communication Engineering

- Graduated: July, 2022

ACADEMICS PROJECTS

Dual-Input Solar PV Wireless EV Charging System

- Designed and simulated a dual-input solar PV system with MPPT control implemented on an STM32microcontroller, achieving ~95% tracking efficiency.
- Created PCB design for control and power circuits (schematic + routing)
- Developed and analysed power electronics converters to regulate energy flow and improve system stability. Evaluated wireless power transfer performance, achieving 80–87% system efficiency through testing and optimisation.
- Conducted system-level testing, fault analysis, and performance validation using MATLAB/Simulink.

Solar PV Wireless Power Transfer System

- Designed a solar energy harvesting system for low-power wireless charging applications.
- Developed PCB layout to support circuit integration
- Performed efficiency analysis and root cause identification to reduce transmission losses.
- Documented system architecture, test procedures, and results to support design validation.

Bluetooth Smart Announcement System

- Developed an Arduino-based Bluetooth communication system for real-time message broadcasting.
- Designed PCB for compact hardware implementation
- Simulated and validated system behaviour using Proteus, followed by hardware prototyping.
- Implemented error handling and testing procedures to ensure reliable operation.

AI Virtual Keyboard (Computer Vision)

- Built a touchless virtual keyboard using Python and OpenCV with real-time gesture detection.
- Applied image processing and performance optimisation techniques to improve accuracy and response time.
- Conducted iterative testing and debugging to enhance system robustness.

TECHNICAL SKILLS

- Operating Systems: Windows (Intermediate)
- Tools & Systems: CRM platforms, ticketing systems, POS systems
- Data & Analysis: Microsoft Excel, basic data analysis
- Engineering Tools: MATLAB (adjust if applicable)
- Core Knowledge: Networking fundamentals, system troubleshooting

KEY SKILLS

- Customer Service Excellence & Customer Experience
- IT Service Desk Support & Technical Troubleshooting
- Incident & Request Management
- Query Resolution & Escalation Handling
- CRM & Enterprise Systems
- Data Analysis & KPI Monitoring (CSAT, AHT, SLA)
- Problem Solving & Root Cause Analysis
- Stakeholder Communication & Team Collaboration
- Global Customer Support (EU & North America)
- Risk Awareness & Operational Compliance

LANGUAGES

- English – Professional
- Hindi – Native
- Telugu – Native

INTERESTS

- Technology Trends & Digital Innovation
- IT Support & System Troubleshooting
- Customer Experience & Service Improvement
- Networking & Communication Skills Development