



Chitra Mahawar

Customer Support

Performance-driven Support & Operations Professional with over 7 years of experience spanning Customer Success, Technical Support, and Associate Product Management. Proven expertise in managing international helpdesks, driving workflow automation, and optimizing Shopify storefronts to increase revenue. A strong cross-functional collaborator adept at bridging the gap between customer feedback, engineering teams, and product strategy to deliver impactful user experiences.

Experience

SpiceTech IT Solutions Pvt Ltd., Kota

Customer Success Executive Sep 2023 - Present

- International Support & Resolution: Manage global helpdesk operations and live chat via Intercom, driving rapid resolution of complex customer issues and maintaining high satisfaction scores.
- E-commerce Optimization: Partner with Shopify merchants to enhance digital storefront performance and strategically integrate third-party apps, successfully boosting Average Order Value (AOV).
- Cross-Functional Collaboration: Collaborate closely with developers and Product Managers to relay user requirements, test new features, and execute product enhancements.
- Operational Management: Supervise daily administrative and operational workflows, successfully bridging the gap between customer feedback and technical feature deployment.

Medcords Healthcare Solution Pvt. Ltd. | Kota, RJ

Associate Product Manager | Feb 2023 – Jul 2023

- Strategy & Execution: Supported the development of product strategies by analyzing market trends and identifying business growth opportunities.
- Cross-Functional Alignment: Collaborated with cross-functional teams to gather product requirements, ensuring alignment with customer needs.

Technical Support Specialist | Jan 2020 – Jan 2023

- Troubleshooting & Analysis: Conducted root-cause analysis to resolve complex platform issues, optimizing system uptime and user satisfaction.
- Process Improvement: Designed operational plans and engineered a specialized routing system for medical consultations to reduce patient wait times.
- Workflow Automation: Managed automated chatbot and phone channels to communicate product specifications and enhance user onboarding.

Customer Support Executive | Apr 2019 – Dec 2019

- User Engagement: Handled frontline inbound calls and live chat, educating users on platform features to drive adoption and retention.
- Issue Escalation: Identified recurring bugs and user pain points, seamlessly escalating them to the technical team for resolution.

Samsung Service Center | Kota, RJ

Customer Service Administrator | June 2017 – Apr 2019

- KPI & Resolution Management: Resolved complex technical issues under tight deadlines, consistently meeting and exceeding customer satisfaction (CSAT) and KPI targets.
- Data-Driven Insights: Conducted operational research and data analysis to prepare performance reports and strategic recommendations for management.
- Process & Quality Audits: Participated in team and self-audits to identify workflow bottlenecks, contributing directly to the development of continuous process improvements.

Contact

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Education

2009

Bachelors in Arts

Kota University

Expertise

- Helpdesk & Intercom
- Non-Voice Support
- Technical Troubleshooting
- Root-Cause Analysis (RCA)
- Workflow Automation
- Product Strategy Support
- Shopify Store Optimization
- Process Improvement
- KPI & CSAT Management

Language

English

Hindi