



SARANYA KB

Service coordinator

Contact

Phone

971553837859

Email

saranyakb2123@gmail.com

Address

Abhushagara, Sharjah

Education

Diploma in computer engineering

GOV. Polytechnic
2021 - 2024

Skills

- Negotiation Skills
- Problem-Solving
- Time Management
- Presentation Skills
- Online order handling
- Coordination
- Excel knowledge
- System handling

Language

- English
- Malayalam
- Tamil

Professional Experience

08/2024

12/2024

Technical support associate

Hostsaletech private limited

Diagnosing and resolving technical issues via phone, email, chat, or in-person.

Guiding users through step-by-step solutions or using remote desktop control to fix problems directly.

Customer Service & Communication:

Following up with customers to ensure the issue has been fully resolved.

Documentation & Knowledge Management:

Logging and tracking all support requests (tickets) in a help desk system.

02/2025

09/2025

Service coordinator

Nastech trading company dealer of XCMG

managing and organizing service operations for excavators. This includes assigning service calls through dedicated software, maintaining AMC (Annual Maintenance Contract) schedules, and ensuring the accurate and timely update of warranty registers. The goal is to ensure customer satisfaction, maximize equipment uptime, and maintain efficient service records. Handling online purchase orders and update the warranty details.

References

John Paul Kurian

Service Manager of Nastech trading company

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Email : johnpaulkiran1410@gmail.com