

Priya Nair

Customer Service Team Leader

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New Zealand resident · Full driver licence

PERSONAL STATEMENT

Customer service team leader with eight years in energy, telecommunications and retail. I coach teams to solve problems on the first contact, and I'm looking for a service manager role in Auckland.

KEY SKILLS

Service: Complaint handling, Coaching, Rostering, Quality reviews, De-escalation

Tools: Zendesk, Salesforce, Microsoft 365, Genesys

WORK HISTORY

Customer Service Team Leader May 2022 – Present
Kōwhai Energy · Auckland

- Lead a team of 9 handling billing and outage calls for 60,000 households.
- Cut the average phone wait from 6 minutes to 2 by reorganising rosters around peak hours.
- Wrote the complaints guide now used by all three service teams.
- Trained 14 new staff in 2024, 12 of whom passed probation.

Customer Service Representative August 2019 – April 2022
Harbourside Telecom · Auckland

- Resolved 85% of broadband faults on the first call, the highest rate on my team in 2021.
- Moved to the retentions team in 2021 and kept 6 in 10 customers who called to leave.

Store Supervisor June 2016 – June 2019
Brightstar Electronics · Bengaluru, India

- National electronics retailer with 60 stores. Supervised 12 sales staff in a flagship store.
- Ran the store's returns and repairs desk, handling around 400 cases a month.

EDUCATION AND QUALIFICATIONS

Bachelor of Commerce 2016
University of Mumbai

- Assessed by NZQA as comparable to a New Zealand bachelor's degree (Level 7)

CERTIFICATES AND LICENCES

Workplace First Aid, St John 2024

INTERESTS

- Volunteer at a community food bank in Onehunga, most Saturdays since 2021.

REFEREES

- Referees available on request.