

Sunandan Sareen

Brampton, ON, Canada
(416) 602 0957 | sunandanasr@outlook.com
<https://www.linkedin.com/in/sunandansareen>

Summary

Customer-focused professional with 12+ years of experience in client service and technical support across fast-paced environments. Skilled in assisting customers with inquiries, resolving issues, and ensuring smooth experiences from first contact to resolution. Strong communicator known for professionalism, adaptability, and delivering timely solutions. Recognized for building positive relationships and consistently exceeding customer satisfaction goals.

EDUCATION

Computer and Network Support Technician

January 2013 – August 2014

Humber Institute of Technology and Advanced Learning, Toronto, ON

Bachelor of Technology in Computer Science

August 2007 – December 2011

Punjab Technical University, Punjab, India
(WES Canada Evaluated)

KEY SKILLS

- Customer service & client support
- Conflict resolution & problem-solving
- Order processing and online system navigation
- Communication via phone, email, and in person
- Relationship building & client satisfaction
- Process improvement & documentation
- Time management & multitasking

WORK EXPERIENCE

Service Analyst (on-call)

May 2025 – Present

EBS Inc., Brampton, ON

- Assist clients with service inquiries, ensuring clear communication and timely solutions.
- Document all inquiries, updates, and outcomes accurately for future reference.

Support Supervisor (Full-time)

January 2022 – November 2024

Reflex Integrated Inc., North York, ON

- Served as primary contact for client support, resolving technical and service-related issues efficiently.
- Monitored service performance and implemented improvements that reduced response time.
- Guided customers on system navigation and troubleshooting for smoother experiences.
- Coordinated shift schedules, led service issue investigations, and implemented improvements that reduced repeat inquiries by approximately 30%.

Technical Support Specialist (Part-time)

November 2020 – December 2021

Pomeroy IT Solutions, Mississauga, ON

- Delivered customer-focused technical assistance across multiple channels.
- Conducted training sessions to help clients use systems effectively.
- Ensured accuracy in documentation and ticket handling to support seamless service delivery.

Sunandan Sareen

Brampton, ON, Canada

(416) 602 0957 | sunandanasr@outlook.com

<https://www.linkedin.com/in/sunandansareen>

Customer Support Consultant (Full-time)

November 2018 – January 2022

Staples, Toronto, ON

- Supported walk-in and remote customers with product and service questions.
- Matched customer needs with the right solutions, increasing satisfaction by 20%.
- Streamlined processes to improve efficiency and overall customer experience.

Student Mentor (Volunteer)

August 2013 – August 2014

Humber Student Federation - Humber College, Toronto, ON

- Guided students during orientations, helping them navigate campus systems and resources.
- Supported new students' transition by ensuring access to resources and services.

PROFESSIONAL CERTIFICATIONS

TICO Travel Counsellor certified
Class G Licence Holder

November 2025