

Resume



Dontha Siva
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SUMMARY

Seeking a challenging position in a reputation to expand and utilise my learning, skills and knowledge. possess excellent communication skills and have an eye for detail. flexible to work in any environment as required.

CAREER OBJECTIVE

A hard working and Highly desciplined individual searching fo a challenging position to earn work experience in this field.

To work at an ENTRY LEVEL position at a reputed organization to gain immense exposure as well as expand my knowledge and skilset while also ensuring that the organisation 's goals are accomplished

SKILLS

Customer services Associate
Speed typing skills up to 45 WPM
Outlook.com
Ms Office
Good communication

EXPERIENCE

18/06/2021 - Till Today

Organization - First Source Solutions Pvt Ltd

Designation - Senior Customer Service Associate

Responsibility - 1) Answer Customer questions about billing, programs

2) supplier billing

3) Fullfill requests for information from vendors on payment arrangements for late invoice

4) Identity missing information on account relating to reconnection or stop the order

5) Handle customer account adjustment including credits , balance, rates etc , and provide excellent customer service

6) Don't miss the TAT

7) should keep Medicine Order with Zero Error from the client side

8) should be capture those Discription, quality, quantity, Supplier address, vendors Bank details , fax , phone number, hospital name , pine code , City , state, Patients Details,

EDUCATION

Degree/Course	Institute Name	University	Percentage	Year Of Passing
SSC	Govt High School, T Narasapuram, West Godavari district	Secondary Education	70%	2015

Degree/Course	Institute Name	University	Percentage	Year Of Passing
Intermediate	Gudrun Inter College, Gannavaram, Krishna District	Board of Intermediate	71%	2018
B.com (Computers)	Gudrun Degree College, Gannavaram, Krishna District	Krishna University	60.11%	2021

PERSONAL DETAILS

Father's Name Dontha Srinivasarao
 Address C-41, Near Sai Baba Temple, Chatrai,
 Eluru District, Andhra Pradesh,
 521214
 Date Of Birth 15/08/1999
 Gender Male
 Marital Status Single
 Nationality Hindu
 Language Telugu , English

DECLARATION

I do hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.

DATE - 12/12/2022

SIGNATURE