

KODATI RAHUL

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CAREER OBJECTIVE

Customer-focused professional trained in Amazon-style workflows, skilled in handling email, chat, and call-based support with high accuracy. Strong commitment to Customer Obsession, fast issue resolution, and empathetic service delivery in remote and global support environments.

KEY SKILLS

- Customer Support (Email, Chat & Voice)
- Escalation & Complaint Handling
- Order Tracking & Issue Resolution
- SLA Compliance & Time Management
- Process Adherence & Continuous Improvement

TECHNICAL SKILLS

- Tools: MS Office, Google Workspace, CRM Basics
- Platforms: Zoom, Slack, Live Chat Systems, Email Support
- Typing Speed: 40 WPM (90% Accuracy)

VOLUNTEER EXPERIENCE

Hospitality Field Assistance – Hyderabad (2024 – Present)

- Assisted 20+ clients daily, resolving issues within committed timelines.
- Coordinated with teams to ensure on-time delivery, reducing follow-ups by 15%.
- Maintained professional and empathetic communication under high-pressure situations, earning consistent positive feedback.

CERTIFICATIONS

- Inbound Certification – HubSpot Academy (2025)

EDUCATION

- Bachelor of Technology (2019 – 2023)
- 12th Standard – Sri Chaitanya Junior Kalasala (2017 – 2019)

ADDITIONAL INFORMATION

- Languages: Fluent in English, Hindi, Telugu
- Availability: Open to relocation; flexible for rotational shifts, weekends, and holidays
- Work Setup: Remote-ready with high-speed internet, quiet workspace, and headset