**Khader basha Durubesula**

**khaderbashadurubesula@gmail.com EMAIL**

**8309199585, 8008586999 PHONE**

**OBJECTIVE**

To learn and grow up in my career and to perform at my best in whatever role I am positioned, which suits my present skills and caliber and work towards customer delight which will help in achieving the organizational goals.

**pROFILE SUMMARY**

* Carrying 32 months of experience into Technical support and customer support.
* Expertise knowledge in Chat and E-mail process.
* Solving the customer issues in the best possible way as per company norms.

**EXPERIENCE**

**Sr AssociateTechnical Support**

**Tech Mahindra** - Hyderabad, Telangana, *Sep-2018 - till now.*

* Pre-process bench process.
* In Redeployment period.

**Technical Support Executive**

**Teleperformace India** - Jaipur, Rajastan, *May-2017 - January-2018*

* Responsible for chat process.
* Interaction with the customer through chat.
* Resolving the customer issues in the best possible way.
* Helps the team in meeting their targets.
* Listen and respond to the customers’ needs and concerns.
* Review or make changes to the customer accounts.
* Handling returns and complaints.
* Provide technical solutions.

**Consultant**

**Flipkart** - Bengaluru, Karnataka, *May-2014 - October-2015*

* Responsible for e-mail process.
* Interaction with the customer through e-mails.
* Resolving the customer issues in the best possible way.
* Helps the team in meeting their targets.
* Listen and respond to the customers’ needs and concerns.
* Review or make changes to the customer accounts.
* Handling returns and complaints.

**EDUCATION**

**MBA**

**Nimra college of Business Management (2015) .** - Vijayawada. AP

**B.Tech**

**Vikas College of Engineering and Technology (2013)** - Vijayawada. AP

**Intermediate**

**Narayana Junior College (2009)** - Vijayawada, AP

**SKILLS**

• Ability to grasp and learn new technology.

• Good in communication in written and verbal both.

• Best Customer service and Technical service.

• Time management.

• Expertise in Chat and E-mail process.

**Personal details**

Name- D.Khader Basha

S/O- D.Khasim Peera

Date of Birth – 09/Dec/1991

Marital Status – Married

Languages Known – English and Telugu

Nationality – Indian

E-mail- [khaderbashadurubesula@gmail.com](mailto:khaderbashadurubesula@gmail.com)

Phone no- 8309199585, 8008586999

**declaration**

                 I here declare that the above information and particulars are true and correct to the best of my personal knowledge and belief.

Place: Hyderabad.

Date: (Khader basha).