**Jayadeep** **Dharmala**

Visakhapatnam | 9703651631

dharmalajayadeep@gmail.com | https://analystjay.xyz/

Successful Customer Service Associate with One year of experience addressing customer requests and concerns. Expert at providing relevant information and options to effectively resolve issues. Upbeat and energetic with grace in handling difficult situations through resourcefulness and adaptability. Looking forward to get a challenging career that could enable me to bring the best out of me along with the growth of the organization with a sense of satisfaction while I am advancing with latest technologies.

**EXPERIENCE**

**Admission Process Executive** Sep 2021 - Present

Skylark Overseas Education, Visakhapatnam

* Day to Day Status Checks and Follow-ups regarding each student with particular Universities
* Filling of University and Visa Applications.
* Coordinate with counsellor team to make admission process hassle free.

**Customer Service Associate**  Jun 2019 - Jul 2020

Tech Mahindra, Visakhapatnam

* Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
* Developed and actualized customer service initiatives to decrease waiting period.
* Maintained customer satisfaction with forward thinking strategies focused on addressing customers needs and resolving concerns.
* Helped average of fifty to a hundred customers every day by approaching conversation with positive attitude and focus on customers satisfaction.
* Described and explained details about the products and services available on Amazon and provided and helped out customers in purchasing decisions.
* Entered customers interaction details in CSA portal to track requests, documents problems and record solutions offered.

**EDUCATION**

**Bachelor of Science (B.S.) - Mathematics, Physics, Computer Science** Jun 2016 - Apr 2021

*Andhra University, Visakhapatnam*

**Intermediate Education - Mathematics, Physics, Chemistry** Jun 2014 - Mar 2016

*Board of Intermediate Education Andhra Pradesh, Visakhapatnam*

**Secondary School Certificate** Jun 2013 - May 2014

*Board of Secondary Education Andhra Pradesh, Visakhapatnam*

**LICENSES & CERTIFICATIONS**

**Google Data Analytics** Jan 2022

*Coursera* - *coursera.org/verify/professional-cert/546NT2RYFP93*