

KAPURAMANI SOREN

CUSTOMER SUPPORT

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SUMMARY

Enthusiastic and customer-focused individual seeking a customer care position. Possess strong communication, problem-solving, and interpersonal skills, with a commitment to providing excellent service and ensuring customer satisfaction. Eager to contribute to a team-oriented environment and develop professional skills.

SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Basic knowledge of CRM Software ([e.g., Salesforce, Zoho, HubSpot])
- Familiarity with Live Chat and CallerTools ([e.g., Avaya Telephony, Freshdesk])

PROFESSIONAL EXPERIENCE

SDE-1 Developer, Tetra Trion Technology Pvt Ltd, Bhubaneswar **Jan 2024 - Present**

- Continuously updated skills through training courses, workshops, and self-study—staying current on industry trends and emerging technologies.
- Collaborated with cross-functional teams to ensure seamless integration of new features.
- Led a team in successfully delivering a complex engineering project on time and within allocated budget.

Customer Support, Tech Mahindra, Bhubaneswar **July 2023 - Oct 2023**

- Skilled in handling high-volume interactions efficiently, maintaining professionalism, and fostering positive relationships with customers.
- Experienced in providing exceptional customer service by addressing inquiries, resolving complaints, and ensuring customer satisfaction.

EDUCATION

Bachelor of Technology(B.Tech) **2019 - 2023**

Trident Academy of Technology, Bhubaneswar

- Major in Computer Science and Technology

12TH **2017 - 2019**

Ravenshaw Junior College, Cuttack

- Stream in Science

ADDITIONAL INFORMATION

- **Languages:** English, Hindi, Odia.
- **Certifications:** The Complete Web Developer Course 3.0