

DUBBAKA BHARATH

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Summary

I am a motivated and customer-focused individual seeking to leverage my communication, active listening, and problem-solving skills in an entry-level Voice Process Executive position. I am dedicated to delivering excellent customer service and ensuring client satisfaction, and I am eager to learn and adapt in a dynamic work environment

Education

Malla Reddy Institute of Technology	Hyderabad
B.Tech in Electronics & Communication Engineering	08/2019 - 05/2023
Kakatiya graduate junior college	Warangal, India
Intermediate	2017 - 2019
Shri Abhyas model high school	Warangal, India
Ssc	2016 - 2017





Languages

English Proficient ●●●●● Telugu Native ●●●●●

Projects

Call Centre Data Analysis	01/1970 - 01/1970
Call Centre Data Analysis	
<ul style="list-style-type: none">Analyzed customer call records to uncover common service issuesBuilt performance dashboards to monitor agent metrics and KPIsEnhanced data accuracy through cleaning and transformation	
SQL Data Projects	01/1970 - 01/1970
SQL Data Projects	
<ul style="list-style-type: none">Optimized SQL queries for improved performanceConducted data validation and reporting for academic datasets	


Skills

 Communication and Problem Solving Strong communication, active listening, and problem-solving abilities	 Teamwork and Adaptability Adaptable team player with a positive attitude	 Technical Learning Fast learner with basic technical skills
 Microsoft office for preparing reports, and managing customer data efficiently.		

Key Achievements

 Distinction for Academic Excellence Awarded 'Distinction' for academic excellence in 2017

Interests

 Hobbies Listening to music and playing cricket
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