

KP

KATTUBADI PRUDHVI SHYAM

Program Management Sr. Executive

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Summary

Motivated and customer-focused Customer Service Representative with a proven track record of 3 years of experience. I bring exceptional communication and problem-solving skills to the table, along with a positive and engaging personality. My goal is to secure a role where I can leverage my expertise to deliver outstanding service, driving the company's growth and success.

PROFESSIONAL EXPERIENCE

Tech Mahindra

Hyderabad

Senior Associate Technical Support

2024 - 05/2025

- Resolve customer queries and requests.
- Manage customer expectations and ensure customer satisfaction.
- Respond to customer inquiries.
- Regularly review customer feedback and take measures to improve customer service.

NSE TalentSprint







Hyderabad, India

Program Management Executive

2020 - 2023

- Streamlined platform operations by taking charge of tasks such as attendance tracking, video uploads, and score management, ensuring seamless and efficient execution.
- Improved the program through systematic feedback gathering and strategic enhancements, boosting its quality and effectiveness.
- Diligently organized and conducted weekly mock tests, offering comprehensive insights into students' performance from start to finish, enabling precise assessment and tailored support.
- Successfully led the launch of new cohorts, expertly managing ticket resolution and ensuring a seamless onboarding process by meticulously evaluating student documents.
- Maintained a vigilant watch over day-to-day operations, ensuring optimal efficiency and productivity levels throughout the program.
- In light of my exceptional performance in my inaugural project, I am truly delighted to share the news of my selection to participate in the Certified Projects with Multiple Program. This recognition underscores my unwavering commitment to excellence and the consistent dedication I've exhibited in all of my endeavors.

Key Achievements

 Good Team Player I played a pivotal role in successfully launching new cohorts while maintaining a strong rapport with participants regarding the Learning Management System (LMS) upgrade and its status.	 Appreciation Originally, I was part of a single program at IIT Jammu. However, in recognition of my contributions and capabilities, I was subsequently assigned to multiple projects at IIT Kanpur, encompassing a total of four programs.	 Seamless Cohort Launches Led new cohort launches with 100% successful onboarding.
 Operational Efficiency Boost Streamlined operations, improving efficiency by 30%.	 Student Assessment Program Conducted weekly tests for 500 students.	 High Query Resolution Rate Resolved 95% of technical support queries.

Education

Glocal University

Bachelor Of Science

2014 - 2017