

PRUDHVI SHYAM KATTUBADI

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PROFESSIONAL SUMMARY

Customer-focused professional with 3+ years of experience in Customer Support, Technical Support, and Program Management. Skilled in LMS platforms, issue resolution, cohort management, and technical troubleshooting. Known for efficiency, ownership, and high satisfaction scores in fast-paced environments.

SKILLS

Customer Service - Program Coordination - LMS - Ticketing Tools (Teamwork Desk, Salesforce) - Troubleshooting - Remote Support - MS Office - Data Management - Process Improvement

PROFESSIONAL EXPERIENCE

Tech Mahindra, Hyderabad

Senior Associate – Technical Support | Dec 2024 – May 2025

- Maintained high CSAT by managing expectations and timely escalations
- Improved workflow with cross-functional collaboration

NSE TalentSprint, Hyderabad

Program Management Executive | Aug 2020 – Oct 2023

- Handled LMS: attendance, uploads, score tracking
- Led 4+ Programs with 100% success in coordinating
- Boosted operational efficiency by 30% via automation
- Managed programs across IIT Jammu, IIM Calcutta & IIT Kanpur

ACHIEVEMENTS

- Improved support query resolution to 95%
- Streamlined operations, cutting manual work by 30%
- Successfully led multiple cohort launches

EDUCATION

Bachelor of Science (B.Sc) – Glocal University, Saharanpur | 2014 – 2017

LANGUAGES

English - Hindi – Telugu