

# Bhavana Rampally

[bhavana.rampally98@gmail.com](mailto:bhavana.rampally98@gmail.com)

M: 7013545518, Hyderabad.

Eagerly anticipating the chance to thrive in a dynamic setting, leveraging my skills and knowledge to make a meaningful contribution to the organization's success, while also enhancing my personal skill set.

## Work Experience

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### **Technical Support - U1, Tech Mahindra Limited**

From April 2023 to Present

#### **Roles and Responsibilities:**

- Responding promptly to customer inquiries through various channels, including phone calls, emails, and chat support, as well as providing on-call support during off-hours for technical troubleshooting.
- Assisting end-users with a range of devices and peripherals, encompassing computer hardware, operating systems, software applications, data management, and security.
- Managing incoming IT break-fix requests from customers across multiple entry points, either resolving IT issues directly or escalating them to the appropriate team for resolution.
- Acting as the primary point of contact for the help desk, addressing basic level 1 and some level 2 issues by remotely diagnosing and troubleshooting hardware and software problems.
- Conducting follow-up communications after resolving help requests or incidents to ensure customer satisfaction.
- Conducting research to identify and resolve technical problems effectively.
- Contributing to the creation and maintenance of knowledge articles and support process documentation.

## Awards / Achievements

### **Stack Topper**

Received the '**Stack Topper Award**' in recognition of outstanding performance in production, quality, and agent experience.

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### **Process Associate - PC3,**

### **Sagility India Pvt Ltd**

Formerly known as: Hinduja Global Solutions.

From May 2021 to April 2023

#### **Job Responsibilities:**

- Applies extensive knowledge of the job skills, company policies and procedures to complete complex, specialized assignments/tasks in a creative and effective way.
- Takes ownership of each customer's case and works towards resolution of the issue by looping in support at various levels.
- Acts quickly to resolve customer issues in a way that retains trust and maintains delight.
- Demonstrates customer-oriented responsiveness in answering enquiries and issues through compliance.
- Ensures timely and accurate resolution of problems to avoid customer business impact.
- Interaction with the clients and associate health care members through emails, calls to resolve the issue in a timely manner.
- Act as a liaison between the clients and customers. Training and Assisting to the PC1 & PC2.

## Awards / Achievements

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### **Spot Award – Sagility**

Achieved the '**Spot Award**' for the production quality as a best employee for the month of November 2022.

### **Extra Miler Award – Sagility**

Achieved the '**Extra Miler Award**' for the top cash collector as a best employee for the month of October 2022.

### **Spot Award – HGS**

Achieved the '**Spot Award**' for the production quality as a best employee for the month of July 2022.

## Education

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**Master's in Business Administration** – Jawaharlal Nehru Technological University, Hyderabad, Telangana. June 2018 to August 2020.

**Bachelor of Commerce** - Sarojini Naidu Vanita Maha Vidyalaya, Hyderabad.

**Intermediate - MEC group** – Master Minds, Hyderabad.

## Skills / Strengths

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- Tally / Financial Analysis / Management.
- MS Word, MS Excel, MS PowerPoint, Windows (OS).
- Ability and Willingness to Communicate with others in a positive manner.
- Team Management and Good Communication skills.
- Strong Customer Support skills.
- Detail-Oriented and an Active Listener.
- Fast Learning capabilities and excellent interpersonal skills.
- Adaptation, Hardworking, and Self-Motivated.
- Good at Working with a Team.
- Excellent Written and Verbal communication.

## Additional Information

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Date of Birth: 11th June, 1998

Nationality: Indian

Languages Known: English, Hindi, and Telugu.

### Declaration:

I hereby declare that the above-furnished details are true to the best of my knowledge and belief.

Place: Hyderabad

(Bhavana)