



# Raviteja Appam

Greenpark Colony, Hyderabad

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## Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

## Personal Details

- Date of Birth : 11/08/1999
- Marital Status : Single
- Nationality : Indian
- Place : Hyderabad

## Experience

### • Universal Financials

23/12/2020 - 01/10/2022

Senior Associate - US Tax

- International voice experience
- Handling customer queries on calls, chats and emails.
- Identifying, handling and resolving the customer queries and concerns while making expected quality on calls.
- Advised customers of their rights and responsibilities as a taxpayers.
- Quick and attentive speaking with clients.
- Worked on Individual Tax Returns - Form 1040
- Ensured the proper credits, deductions and tax liabilities applied to the tax returns.

### • Neelblue Technologies

07/08/2023 - 31/12/2023

L2 Support Engineer

- Monitoring for suspicious activity on Multiple jobsites and verifying.
- Notifying the local authorities for any unusual activities over call.

## Education

### • Narayana E-Techno School

2014

SSC

8.8 GPA

### • Narayana Junior College

2014-2026

Intermediate

76%

### • Siddhartha Institute of Engineering and Technology

2016-2020

Btech in CSE ( waiting for certificates )

60%

## Skills

- Excellent communication skills
- Flexibility
- Active listening
- Being proactive

## Strengths

- Speaking skills.
- Hard working with Honest and Sincere.
- Good at Typing.
- Taking Initiative.
- Problem Solving

## Interests

- Cooking and Gardening
- Exploring Interesting places

## Languages

- English
- Telugu
- Hindi