



Raviteja Appam

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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