

Ravi theja venkatraman

091544 16914

ravitheja7098@gmail.com

Hyderabad , Telangana 500018

Dedicated and empathetic Customer Support Associate with 2 years of experience in voice processes. Proven track record of resolving customer complaints, providing timely solutions, and consistently meeting quality and productivity targets

SKILLS

- Excellent communication and interpersonal skills
- Strong problem-solving and conflict resolution abilities
- Proficient in CRM software (e.g., Salesforce, Zendesk)
- Ability to work in a fast-paced environment
- Strong analytical and time management skills

EXPERIENCE

CUSTOMER SUPPORT ASSOCIATE

Sutherland global services

Hyderabad , TELANGANA

October 2023 - Present

- Responded to 50+ customer calls daily, resolving 95% of issues on the first call.
- Addressed customer concerns via phone, email, and chat, ensuring 90%+ customer satisfaction.
- Utilized software applications (CRM, ticketing tools) to manage customer interactions.
- Collaborated with internal teams to resolve complex customer issues.
- Participated in training sessions to enhance product knowledge and soft skills.

TRANSACTION PROCESSING ASSOCIATE

Conduent

Visakhapatnam, ANDHRA PRADESH

January 2022 - December 2022

1. Process transactions related to banking, finance, or other industries.
2. Verify and validate customer information.
3. Perform document scanning and indexing.
4. Enter data into client systems or software.
5. Reconcile transactions and resolve discrepancies.
6. Respond to internal queries and requests.
7. Maintain accurate records and reports.
8. Participate in process improvement initiatives.

EDUCATION

BTECH IN ELECTRICAL AND ELECTRONICS ENGINEERING

Anil neerukonda institute of technology and scienc, Visakhapatnam, ANDHRA PRADESH

Apr 2020

DECLARATION

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