Pavan Kumar Adhepalli

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# Summary

Interacted with customers and supported new client acquisition and improved existing relationships.

# Skills

| Customer Service | Data Entry | Client Management | Technical Support | Sales| CRM |

# Experience

AllianceOne Toronto, Canada

Collections Advisor Jul 2020 – Present

* Assisted debtors in setting up payment plans to settle overdue balances.
* Advising customers of necessary actions and strategies they can take toward debt repayment.

Arabian Healthcare Group Ras Al Khaimah, UAE

Market Research Analyst Oct 2018 – Apr 2020

* Responsible for managing relationships through online, phone, and live-chat interface.
* Assisted customers with customer service and technical support issues.

SPI Technologies Chennai, India

Senior Business Analyst Feb 2018 – Jul 2018

* Provided basic technical support for clients on a wide variety of company products.
* Researched and managed highly complex accounts to provide service to customers.

Wipro Technologies Mumbai, India

Senior Market Research Analyst Nov 2015 – Sep 2017

* Received an average 85% customer satisfaction rating, 15% higher than the company average.
* Reviewed and critiqued recorded conversations for purposes of improving customer skills.

Eureka IT Solutions Hyderabad, India

Business Analyst Sep 2012 – Oct 2015

* Performed data entry-level tasks for systemizing the employee information system.
* Resolved issues by determining the need of the customer and immediately offering solutions.

# Education

Temple University Philadelphia, USA

Master of Science, Electrical Engineering Aug 2010 – May 2012

Anna University Chennai, India

Bachelor of Engineering, Electronics and Instrumentation Engineering Jul 2005 – Jun 2009