

# Keerthi Chukka

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## Objective

3.8 years of experience in Non Voice as Senior Associate in Chat process, Email, Customer support and Multiple Tasks. Focusing on supporting customer satisfaction and order management. Looking to obtain a position which will require me to utilize my computer knowledge, strong personal skills, organizational abilities, and business experience as well as a position in which my customer service, personal, clerical and general office skills will contribute to greater efficiency and productivity.

## Experience

- **WNS global Services**

10-05-2024 - Notice period

Senior Associate - Operations

WNS Global Services – Senior Process Executive (1.2 years)

Client: Ocean Network Express (International Shipping – Chat Support)

Handled customer queries via chat using Salesforce CRM for an international shipping client.

Responded to issues related to late amendment charges, BL cut-off times, and container discrepancies.

Ensured all requests were handled within SLA timelines, maintaining a high standard of quality and accuracy.

Managed multiple chat cases during high-volume hours and ensured timely resolution.

Assisted customers with draft approvals, corrections, and shipment document follow-ups.

Maintained accurate logs in Salesforce for each case to support audit and process tracking.

Collaborated with internal departments and onshore teams to resolve complex cases and escalations

Completing the targets within Deadlines as per requirements ,updating hourly,

daily, weekly and monthly report about Queue status

- **Inflocuris consulting Private limited**

24/11/2021 - 30/4/2024

Associate

Inflocuris Consulting Pvt. Ltd. – Process Executive (2.6 years)

Client: Cloud Kitchen (Canada) – Order Management & Customer Support

Provided support for a cloud kitchen client, handling customer issues related to order delays, cancellations, and delivery problems.

Used Zendesk to manage email queries, create support tickets, and track resolution progress.

Communicated with customers clearly and professionally to resolve complaints efficiently.

Worked closely with internal teams to track order status and provide timely updates.

Ensured high customer satisfaction by providing quick, accurate, and empathetic responses.

Logged all interactions in Zendesk, maintaining a smooth record for future reference and reporting.

## Education

Course / Degree	School / University	Grade / Score	Year
BTech in Electronics & Communication	Rk college of engineering, Vijayawada	6.9	2022
Diploma in Electronics & Communication Engineering	Vkr&Vnb Polytechnic college, Gudiwada	82%	2019

Course / Degree	School / University	Grade / Score	Year
SSC	Krishnaveni English medium School.	9.3	2016

## Skills

- Non-voice (Chat)
- Sales force (CRM tools)
- Zendesk (CRM tools)
- Billing Support
- Communication & Client Coordination (BPO)
- Customer Account Management
- Proficiency in Ms office (Word,Excel) and Google sheets
- Lane Mapping & Transshipment Coordination
- Customer Service & Complaint Handling
- Inbound calling
- Problem Solving
- Time management
- Multiple tasks

## Projects

- **Workshop in printed circuit board(PCB)**
- **Automatic Railway gate control system using Ultrasonic sensor**

The accidents due to railway level crossing and the obstacle can be avoided in real time by implementing this system and the whole process is completely automatic. In future the features like wireless system can be implemented in the real time

## Achievements & Awards

- Represented Various activities in college and school
- Received Employee of the month during project period
- Presented Seminar and volunteer

## Activities

- PERSONAL TRAITS : • Self-Confident • Quick Learner • Time management • Responsible and Creative
- HOBBIES: • Playing games • Volunteering • listening Music

## Languages

- Telugu (Proficient)
- English (Proficient)
- Hindi (Intermediate)

## Personal Details

- Date of Birth : 08/02/2001
- Marital Status : Single
- Nationality : Indian
- Mother tongue: Telugu

## Declaration

- I (Chukka Keerthi) hereby declare that the information given above is true to the best of knowledge.

I will make it my earnest endeavour to discharge competently and carefully the duties you may be pleased to entrust with me

Yours faithfully  
(Ch.Keerthi )

Place:

Date:



KEERTHI CHUKKA