

ABHISHEK CHITYALA

TECHNICAL SUPPORT SPECIALIST

CONTACT

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PROFILE

I'm a passionate and Goal driven individual with a 3.5 years of experience in Client support . I have over 5000+ hours of experience in dealing with international Clients. I supported the customers through Emails , chat and on calls. I have been a great contributor to the teams performance. Willing to work with the companies which value skill and encourage individuals to learn and challenge to upskill. Looking forward to be a team.

WORK EXPERIENCE

- HCLTech** 2024 - PRESENT
Technical consultant (Google Ads)
 - I have received the best performer award from the client (Google).
 - I have Worked to with customers in there UI setup issues and worked with Publishers in there Inventory Optimization.
 - Learned about Google Ads Product and its large scale deployment and application in the real world.
 - Campaign management, SEO optimisation, debugging , Google Adwords.

- Ruchitha Associates** 2024 Aug - 2024 Dec
Technical support specialist (Contract)
 - Got hired for a project for OSI systems. Client is a manufacturer of airport security scanners and provides servicing to the scanners.
 - We worked to help them run the business smooth and helped making the business pain points to be resolved on timely manner .

- Ivy Comptech** 2021 Nov - 2023 Nov
Analyst
 - Client is Entain has largest network of legal Gambling centers all across Europe over 5000+ stores.
 - Ivy being fresher made lot of mistakes but it transformed me into responsible Individual .
 - Worked on multiple roles in 2 years of my experience with IVY. I have work on Advertising and customer retention.

EDUCATION

- Osmania University**
BSC (Computer and statistics) - 9.2(CGPA) 2016-2019
- Telangana board of Intermediate Education** 2014-2016
Maths ,Physics ,Chemistry - 80%
- Board of Secondary Education** 2014
Secured - 8.5 (GPA)

SKILLS

- HTML
- CSS
- JavaScript
- React.Js
- Communication
- fast learner
- Team Work
- Leadership
- Trainer

LANGUAGES

- English (Fluent)
- Telugu (Fluent)
- Hindi (Fluent)

INTERESTS

- Chess (1200+) Rated
- Table Tennis
- Guitarist
- Photography
- Fictional Books
- NGO volunteer