

Bharath Reddy Salla

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Summary:

Zeal to be non-IT department, to learn, enhance my skill sets and consistency grow with the company

Work Experience**Q Conneqt (TBSS)****Jun'20 – Jul'21****Customer Care Executive****Roles and Responsibilities:**

- Handled customer interactions.
- Handled escalated and upset calls, maintained and updated the inbound call reports.
- Provided customer service and account management support services for hotels.
- Handled incoming questions from the clients.
- Managed to solve their complaints regarding overbooking and hotel services.
- Ensured time follow up and optimized hotel systems.
- Provided feedback of the customer to the management for improving the services.
- Resolved issues from guests reviews and took appropriate actions accordingly.
- Followed up ensuring relevant actions were taken on client complaints.

BPO Convergence**Mar'19 - Mar'20****HRH Next Services****Customer Care Executive****Mar'18 –Feb'19****Job Responsibilities**

- Ensuring proper closure of customer's complaint with satisfaction.
- Handled escalated and upset calls, maintained and updated the outbound call reports.
- Driving operational excellence on the service delivery processes under responsibility
- Maintaining positive relationships with customers and delivery executive.
- Resolved issues from delivery executive and took appropriate actions accordingly.
- Handled incoming questions from the delivery executive and customers.

Education

- Graduation from Gitam University
- Intermediate from Keshav Memorial Jr. College
- Secondary School Certificate Examination from Pioneer Concept School

Achievements

- Got appreciation from clients for successfully sustaining the Process delivery without any shrinkage
- Attended Training Sessions under Organization and Development to enhance skill sets
- Mentored Junior Associates in the Team

Skills

- Good Active Listener & Communication Skills
- Strong Work Ethics
- Performance Management
- Other – MS Office
- Typing Speed – 25 WPM
- Operating Systems – Windows Family

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge

Date:

Hyderabad

(BharathReddy.S)