



## Kelothu Nagesh

Customer Advocate  
Senior Associate

### Contact

#### Mobile :

+91 9866737309

#### Email:

kelothunagesh@gmail.com

#### Address:

H.No:7-1-632/84/B

Bapu Nagar,

SR Nagar'

Hyderabad, 500038

### Languages

English

Telugu

Hindi

### Hobbies

Drawing

Crafting

Teaching

Reading books

### Personal details

Date of Birth : 10<sup>th</sup> Feb  
1992

Gender : Male

Marital Status : Married

Nationality : Indian

### Profile Summary

To myself as a successful person with excellence in terms of achievement. Improve the scope for implementing my skills thereby contributing to the growth of the organization.

### Experience

#### Customer Advocate Senior Associate

Google Operations Center – 2020 – 2023

#### Process Associate

Genpact India pvt ltd – 2019 – 2020

### Tools & Technologies used

- MS-Office – Excel (V-lookup, H-lookup, POT table) and Word
- Google sheets, Dashboards
- g-Time2.0, Pulse, and other tools were used

### Job Responsibilities

- Working over the last year with the MIS team at Google operation center.
- I collaborated with the SEV Team, along with my job in KYC Operations at GOC.
- I worked in the Googles Gmail Account recovery team for account recuperation at Genpact.
- Ensured high quality service to the customers globally across operations and for effective service delivery with highest customer service satisfaction.
- Looking for a career in an organization which gives me the opportunity to learn and grow, in which I shall be a key team member and work together with the team.
- My ultimate goal is to contribute my best towards Organization's mission, vision and grow with the Organization.

### Education

#### Civil Engineering

National Institute of Technology – 2013 - 2017  
Warangal

#### Board of Intermediate

Sri Chaitanya Junior College – 2008 - 2010  
Khammam

#### Board of SSC

Social Welfare Residential School – 2008  
Narsampet