

Divyasree Baredu  
Plot no: 113 & 114, Hari Hara Heights,  
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**500090**  
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## OBJECTIVE

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To get a growth oriented position in a reputed organization where my skills can be utilized for improvement and success of the organization.

## EDUCATION

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### **B.Tech (Computer Science Engineering)**

Institution: Spoorthy Engineering College, Hyderabad  
University: Jawaharlal technological University Hyderabad  
Year of passing: 2015  
Percentage: 64%

### **12th – INTERMEDIATE BOARD**

Institution: Narayana Junior College, Hyderabad  
Year of passing: 2010  
Percentage: 75%

### **10th – SSC BOARD**

Institution: TRR High School, Hyderabad  
Year of passing: 2008  
Percentage: 60%

## SKILL SET

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### **Technical:**

<b>Operating system</b>	Windows 7, 8, 10, Andriod, IOS
<b>Tools</b>	Microsoft office (Outlook, Excel, Word, Power point)

### **Non-Technical**

- Honest and hardworking.
- Willingness to learn.
- Good team player.
- Good communication skills, optimistic and positive attitude.

## **Experience**

### **SS&C (Aug 2019 to May 2021)**

- Handling US based out bound calls and confirming the client details with insurance provider.
- Verifying details of the provider and facilities regarding patient's medical insurance information.
- Responsible for requesting medical records and invoices of the patients to the provider.
- To check the appropriateness of the insurance information given by the provider if it is inadequate or unclear.
- To make a physical call by following the international norms and applicable rules for confidentiality and HIPAA compliance.
- Escalate difficult collection situations to on shore management in a timely manner.
- Always focused to complete the work within 24 hours of timelines (TAT) with minimal errors.
- Extended support when required and worked on holidays to support business.

### **Achievements:**

- Awarded best performer award multiple times.
- Awarded Spot award for multiple times for my productivity and up skilling on new client among the same tenure agents.
- Always maintained 100% quality with assisting my peers on the queries.
- Received appreciation from the client when audited my voice recordings.
- Contributed ideas for process improvement which helped in process efficiency

### **Unisys (July 2021 to present)**

- Providing technical support to user via telephone, chat, emails and webs
- Responsible for providing application support, Hardware support and basic trouble shooting.
- Maintaining call quality and ensuring all the SLA's are met in timely manner.
- Communicate with user and the resolver teams to ensure best service to end users
- Apply basic diagnostic techniques to identify problems and recommend solutions to correct common failures.
- Handling the incident and request tickets resolving them as per process.
- Escalating complex problems to higher level of expertise or resolver group.
- Troubleshoot various technical issues such as network connectivity, network printing, User access issues, Application related issues, password resets etc.
- Follow up on pending tickets with the user and closing the tickets on timely manner.

**Achievements:**

- Received recognition award multiple times.
- Received appreciation award from management for maintaining 100 % Customer satisfaction and first call resolution.
- Maintained 100 % call quality and SLA's.
- Received appreciation for maintaining average handling time should be less than 11 minutes.

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**PERSONAL DETAILS**

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Father's name	:	Sri Shankar Baredu
Mother's name	:	Smt.Karunasri Baredu
Date of Birth	:	08/10/1992
Sex/ Civil Status	:	Female/ Married
Nationality	:	Indian
Hobbies	:	Playing Guitar, Painting.

**DECLARATION:**

I hereby declare that all the information mentioned above is true to my knowledge and I bear the responsibility for the above mentioned particulars.

**DATE: 9/18/2022****PLACE: Hyderabad****Divyasree.B**