

DHARANIJA DIVILI

DOOR NO- 37/1040-2, Nehru Nagar, Kadapa, A.P-516002

Phone: 7095722321 E-mail: dharanitheja10397@gmail.com

OBJECTIVES

To succeed in an environment of growth and excellence and earn a job which provides me satisfaction, self-development and help me to achieve personal and organizational goals.

EXPERIENCE

WAKEFIT INNOVATION PVT LTD (November 2021 – August 2023)

Senior customer delight executive

Roles and Responsibilities:

- Reaching out customers for relevant feedbacks regarding the product post usage to provide better service for business improvements
- Develop short and long term operational goals.
- Worked as ticketing specialist (Handling escalations regarding pre and post delivery issues, manage social media accounts on sleep internship's, awareness.
- Coordinating with the internal team to avoid last minute delivery issues by resolving tickets.
- Interacting with the team and sharing hourly basis report to the manager.
- Monitor escalation cases at critical time bounds with relevant ticketing experience on CRM.

RADICAL MINDS, BANGALORE

Roles and Responsibilities:

- Worked as service agent of inbound and Chat process for OLA Foods & Cabs.
- Giving my best resolutions to customers on real time.
- Responsible for delivering 90% of the Quality.

EDUCATION DETAILS

SIR C.V. RAMAN COLLEGE OF TECHNOLOGY AND SCIENCES

Bachelor of Technology

University: JNTU Anantapur

Technology: Computer science and Engineering

Percentage of marks obtained: 75%

Year of Passed Out: 2020

SRI CHAITHANYA JUNIOR COLLEGE

INTERMEDIATE

Course: MPC

Percentage of marks obtained: 85%

Year of Passed Out: 2014

SREE SHANTINIKETHAN HIGH SCHOOL

Class: Tenth Grade

Board: State Board

Percentage of Marks Secured: 90%

Year of Passed Out: 2010

SKILL SET

Technical Skills

Worked on Google Sheets.

Proficient working on MS-office.

Typing.

Monitoring Tools:

Ozonetel Dashboard

CRM

Ticketing Tools:

Zendesk

INTERESTS

Dancing.

Traveling.

Music & Movies.

PROFESSIONAL INFORMATION

Father's Name: D. Sreenivasulu

Date of Birth: 18-10-1996

Permanent Address: Door No: 37/1040-2, Nehru Nagar, Kadapa, A.P-516002

Gender: Female

Marital Status: Single

Languages Known: English, Telugu, Hindi (Manageable)

Nationality: Indian

DECLARATION

I hereby declare that the above-mentioned details are true to the best of my knowledge.

PLACE: BANGALORE

DATE:

