

Harika Gaddam

Technical Support Analyst

Seeking a responsible job with an opportunity for professional challenges.

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EXPERIENCE

Process Associate as a L1 Technical Support.
GENPACT INDIA PVT. LTD (May'2019 to
Sep'21)
Content Writer at WOWMEDIA (Feb'2018 to
April'2019)
Customer Support at WIPRO (Oct'2016 to
Nov'17)

Technical Support Responsibilities:

- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Diagnosing and repairing faults.
- Resolving network issues.
- Installing and configuring hardware and software

Team Management:

Implementing short/long-term plans for achievement of team objectives, setting goals for improvement and development.

- Monitoring the overall functioning of team, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Providing performance related feedback to the process associates and guide them on their learning curves.
- Interacting with clients through e-mails and conference calls to review and resolve process issues as well as implementing new process & procedural changes

Customer Relationship Management:

- Supervising customer services for rendering and achieving quality services; providing firstline customer support by answering queries & resolving their issues, ensuring minimum TAT.
- Maintaining cordial relations with customers to sustain the profitability of the business
- Maximizing customer satisfaction level by on time delivery, monitoring customer complaints and providing efficient after sale services.

EDUCATION

Master in Computer Science From Osmania University

Main Campus.

08/2012 - 05/2015, Hyderabad

SKILLS

Ticket management

Bug resolution

Technical Troubleshooting

Office Suites

Reporting & Analytics

AWARDS

Bronze Award - Awarded the
best employee

Silver Award
Received a silver award for
the consistent performance
over the year

LANGUAGES

English, Telugu and Hindi