

Resume

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CORE COMPETENCIES

Customer Relationship Management ✦ Process Management ✦ Service Delivery ✦ Leadership Skills
✦ Communication Skills ✦ Flexible

❖ **Worked as Analyst – Customer Support for Dell Technologies for UK & Ireland (2022 - Present)**

Professional Summary:

Role

- Monitor, evaluate, or record training activities or program effectiveness. Refer unresolved customer grievances to designated departments for further investigation. Initiate and/or implement corrective action as needed, in order to ensure that an excellent standard of service and a high level of customer satisfaction is maintained

Professional experience

- Performed detailed Audits to identify, investigate and validate error.
- Trained new batches and mentored the agents from team.
- Assisting documentation and support staff by producing and publishing training materials as new products are developed or new procedures evolve.
- Created and delivered training program for internal and external support groups.

Responsibilities

- Develop and implement initiatives to improve customer services.
- Monitor, evaluate, or record training activities or program effectiveness.
- Work on projects to analyze different approaches for efficient ways to resolve queries.

❖ **Worked as Specialist Customer Support for Dell Technologies UK & Ireland Care (2018 to 2022)**

Professional Summary:

Role

- Handling Customer escalations, conducting refreshers on process connecting with team. Solving complex customer queries. Supporting cross functional teams – Sales, Technical support for pre and post sales issues.

Professional Experience:

- Meeting all the quality metrics set by the process and delivering quality standards and maintaining inventory in set deadlines.
- Maintaining quality & productivity on a regular basis & continuous upskilling of team.
- Supporting new hires and providing training to them.
- Handling Customer escalations and coordinate with Team Members to resolve issues.
- Creating best practice and knowledge sharing database to improve the overall quality & productivity.
- Take all necessary steps to ensure customer satisfaction at the end of the service
- Taking and attending quick calls for clarification from the onshore partners/mentors.
- Was a part of Outbound module and chat process as pilot batch .

Responsibilities:

- Ensure assigned targets are met in areas of Quality, Service and Productivity.
 - Consistently meet established productivity, schedule adherence, and quality standards
 - Build and maintain good working relationships with business partners and operational units to ensure that high standards of customer service are delivered.
 - Use all available Knowledge Management Tools during processing
 - Take all necessary steps to ensure customer satisfaction at the end of the service
 - Basic tasks are completed without review by others
 - Prepare/ implement action plans to improve satisfaction levels for customers in Outbound process.
 - Taking and attending quick calls for the clarification from the onshore partners or mentors and educating team members about the updates and the process.
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Achievements:

- Client Recognition/Appreciation awards
- Recognized for Spot Awards
- Recipient of Best performer awards, star performer awards & monthly awards on a regular basis
- Part of manual testing for new projects
- Active participation in all span level activities

❖ **Worked as Customer Care Executive for Dell Technologies UKI Process (2018 to 2022)**

Responsibility:

- Addressing customer complaints, providing appropriate solutions and alternatives within the time limits.

- Handling calls, chats and Emails diligently by meeting all the matrix set by the Management and team.

Areas of Interest:

- Establishing good communication and friendly relationship with the customers.
- Maintaining daily data to track the performance for improvement.
- Providing support to new joinies and helping them in accomplishing the daily targets.

Achivements:

- Received Spot awards as quick learner
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Responsibility:

- Serves as a basic point of contact for customers with complaints, queries, request and feedbacks via Calls and emails.
- Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner.
- Responsible for proper scrutiny and recording of the complaints received from customers.
- Follow-up and track on customer enquiries.
- Provides all Back-office support tasks like sending and receiving emails.
- Helping the customers in processing return, refund & exchanges if there is any issue.

Areas of Interest:

- To exceed the expectations of the organization and achieve customer satisfaction.
 - To contribute my customer service skills in solving complex customer problems.
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Key Skills/Strengths:

- Good Communication Skills
- MS Office
- Quick Learner
- Multi-tasking capability
- Active team player

Educational Credentials:

Course	Institution/University	Year of Passing	Percentage
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B.Tech (Computer Science)	Malla Reddy Institute of Engineering and Technology, Hyderabad.	2016	69%
Intermediate (MPC)	Board of Intermediate of AP, Hyderabad.	2012	83%
SSC	Rushi High School, Hyderabad.	2010	89%

Personal Details:

Languages known: English, Hindi, Telugu.

Address: Hyderabad-501301.

Declaration:

I hereby confirm that the above details are up to date and accurate as per my knowledge.

Date: