

REKHA OTTIPALLY

Email: Ottipalli.rekha@gmail.com Mobile: [91+9154744590](tel:91+9154744590)
Address :30-52/4c Ganeshnagar Near as.raonagar Old Safliguda, Hyderabad,500056

OBJECTIVE :

Professional with history of meeting company goals utilizing consistent and organized practices skilled under pressure and adapting to new situations and challenges to best enhance the organization brand.

PROFESSIONAL EXPERIENCE:

Worked in Accenture solutions pvt Ltd as Trust & Safety Associate (March2020 -Current)

Worked as Customer Support Associate in QCONNECTS (Sep2019 -Feb 2020)

ROLES & Responsibilities:

Accenture:Trust&Safety Associate :

- * Organize categorize and Publish content and information using specific tools, reviews classify highly sensitive content
- * Remove user generated content that does not align with client values and Policies.
- * Determine if a user's post meets the guidelines of the platform
- * Understanding and remain Updates on changing client Policies & guideline's
- * Recommended improvements to clients to improve site performances and usability.
- * Revised and supervised content to follow with company's brand guideline's

QCONNECTS:Customer support Associate:

- * Answered inbound calls to greet and assist customer's with various needs and questions.
- * Resolved customer inquiries complaints and issues providing insightful solutions.
- * Built strong knowledge of product line to assist customers in selecting products.
- * provided solutions, recommendations and replacements with empathy and positive feedback

Key Responsibilities handled:

Trained on different queues after analyzing the performances
proficient in Ms word, Ms excel & PowerPoint
capable of taking initiatives and seeking thing on completion.

EDUCATION QUAFLICATIONS:

- * Completed Post Graduation from MAN POWER DEVELOPMENT COLLEGE
- * Completed Graduation from St.Ann's Degree college for women's
- *Completed Intermediate from Sri Gaythri Junior College
- *Completed SSC from Bhashyam public high school

SKILLS:

- * Good interpersonal & Communication.
- * Flexible and adaptable quickly to new work environment.
- *Creative thinking and Problem solving.
- *Self -motivated and able to work under minimal supervision.
- *Highly organized & efficient
- *Ability to work in a team and individually with potential of lead

PERSONAL INFORMATION:

NAME : Rekha Ottipally

Date of Birth : 03-01-1997

Father Name : Ramulu Ottipally

Address : 30-52/4c ganeshnagar near as raonagar Old safliguda.

sex : Female

Nationality : Indian

Languages known : English ,Hindi , Telugu.

DECLARATION:

I do here by declare that the particulars of information and facts stated here in above are true correct and complete to the best of my knowledge and belief.

Rekha.O