**Kambari Shiva Deepthi Phone: +91-7075551511**

**Email:** shivadeepthi4@gmail.com

**Career Objective:**

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

**Professional Summary:**

* Having 2.5 years of professional experience as an Associate Professional in Non-Voice process.
* Good working experience on ticketing tools like JIRA and Salesforce.
* Understanding the client requirements and resolve conflicts.
* Responsible for ensuring clients requirement by handling questions related to the process via e-mail.
* Data handling on systems to make sure all the data submitted by the client is updated and accurate to handle for further processing.
* Team Support by understanding the needs of resources, meeting the targets of Client, and giving output to extreme.
* Adhere to metrics and ticket count per hour and quality maintain.
* Capable to handle multiple process.

**Work Experience:-**

* Worked as an Associate professional (U1 Band) with **Tech Mahindra, Hyderabad**

**Project :** Falcon

**Client :** Uber

**Duration:** From 13 Dec 2018 to Feb 28 2021

Working as an Rater (U1 Band) with **Tech Mahindra, Hyderabad**

**Project :** AVMS

**Client :** Google

**Duration:** From 01 March 2021 to till date.

**Achievements:**

* Have been recognized as Star of the month.
* Received gift coupons for the best performer.
* Awarded for Best Quality.
* ​Have been awarded as “Bravo” for my outstanding performance.​
* **Software Skills:**
* Microsoft Office tools namely Excel, Outlook, PowerPoint, word.

**Roles and Responsibilities**:

* Receiving project related information from clients and Clarifying process related queries to associates through chat, emails, and Salesforce tools.
* Maintaining excel sheet using Quality/Production report, data review and finding the opportunities which further can shape more good results.
* Reviewing the quality of making data and audit the tickets.
* Errors handling on AURA and giving feedback accordingly to improve the quality with less escalations.
* Interaction with clients through mail chat to clear the queries in process.

**●**​Ticketing process in JIRA and Salesforce.

**Strengths:**

* ​Willing to learn new technologies.
* ​Strong analytical mind to face and fill the requirements.
* ​Good team work capability.
* Leadership qualities and wearing multiple hats in critical situations.

**Professional Qualification:-**

* Post Graduated with MBA (Finance) from St. Pauls College of Management and Technology, Hyderabad.

**Personal Profile:**

**Name**  : ​Kambari Shiva Deepthi

**Father’s Name** : Kambari Pentaiah

**Date of Birth** : 12May 1995

**Gender** : Female

**Marital Status**  : Single

**Nationality**  : Indian

**Languages** : English, Telugu, and Hindi

**Permanent Address**: 14-55 Indra gandhi nagar, Hanuman temple back line opp IDPL colony, Near IDPL Dmart, Balanagar, Hyderabad 500037

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear responsibility for the correctness of above mentioned.

**Shiva Deepthi. K**