**Priyanka R**

**Mobile:-** +917569251553 **Email:**mamidipelliharipriya@gmail.com **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Summary:**

Looking for a challenging career which will demand the best of my professional ability in terms of technical and analytical skills, and help me in enhancing my current skill and knowledge.

**Achievements:**

• Employee of The Month March 2019 (SimpliAxis)

• Champ of The Month May 2019 (SimpliAxis)

• Champ of The Month Sept 2020 (SimpliAxis)

**IT Skills**

**Operating System** : Windows 95/98/NT/Server 2000/Server 2003/XP and Win 07.

**Office Package** : MS – Office (Excel and Word) Internet & MS-Outlook 2010/13.

**WORKEXPERIENCE**

**Company #3**

Organization : Klaus IT Solutions Private Limited.

Period of Work: Feb 2021 - Till Date

Designation : Verification Executive

Working with Klaus IT Solutions PVT.LTD from Feb 2021 to till date as Verification Executive.

**Roles and Responsibilities**

• Copy, scan and store documents.

• Check for accuracy and edit files, like contracts.

• Review and update technical documents(e.g. Manuals and workflows).

• Distribute projects-related copies to internal teams.

• File documents in physical and digital records.

• Retrieve files as requested by employees and clients.

• Manage the flow of documentation within the organization.

• Maintain confidentiality around sensitive information and terms of

agreement.

• Preparing the documentation reports on projects as needed.

• Hands-on experience with MS Office and MS Excel.

• Proficient typing and editing skills.

• Proven work experience as a Document Controller.

**Company #2**

Organization : SimpliAxis Solutions PVT.LTD.

Period of Work : Nov 2018 –Oct 2020.

Designation : Chat Support Executive.

Working with SimpliAxis Solutions PVT.LTD from Nov 2018 to Oct 2020 as Chat Support Executive.

**Roles and Responsibilities**

• Attend customers visiting the website through chat.

• Explain the Benefits of courses.

• Cold calling to arrange meetings with potential customers to prospect for new business.

• Providing discounts for group participants .

• Posting our workshops/events details on websites.

**Company #1**

Organization : Hinduja Global

solutions

Period of Work : Jan 2018 – May 2018

Designation : CUSTOMER REPRESENTATIVE OFFICER

**Roles and Responsibilities**

Handling inbound calls from XIAOMi Customers relating to offers, Balance deduction, and Service requests and solving network problems.

**Customers:**

• Ensuring customers’ orders are processed on time by driving the individual target s in the team.

• Attending customer queries and solving their complaints.

• Ensuring quality and customer retention.

• Handled Lost Mobile activity, customers who lost their handset assisting them to track their handset.

• Deliver superior customer experience by ensuring strict adherence to quality parameters by the team.

• Handle and resolve complaints from Sales and customers or escalate to the concerned department. Use to keep the track of issues and follow up on the same through a tool called (TIPPS)

**PROFESSIONAL QUALIFICATION**

• Pursuing **B.com degree correspondence at Gitam** University, vijayawada.

• Higher secondary in Sri Gayatri Junior College, Tirupati with **86%** in March 2016.

• SSC in Ravindra Bharathi High School, Tirupati with **95%** in March 2014 .

**Nationality :** Indian

**Date of Birth :** 31-03-1999

**Gender :** Female

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge

**Date: (Priyanka R) Place:**