**BURRI KOTI SRI MANI DURGA**

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West Godavari, Andhra Pradesh – 534425

**Career Objective**

To secure a responsible position in a reputed organization where I can utilize my communication skills, patience, and attention to detail to resolve customer concerns effectively. I aim to contribute positively to team efforts and enhance customer satisfaction while growing both personally and professionally in a service-oriented environment.

**Key Skills & Competencies**

• **Customer Communication** – Excellent verbal & written skills  
• **MS Office Suite** – Proficient in Word, Excel, Outlook  
• **Data Entry** – 4 months of hands-on experience in accurate data processing  
• **Typing Proficiency** – Good typing speed with accuracy  
• **ServiceNow** – Basic knowledge of ticket handling and tracking  
• **Multichannel Support** – Capable of handling chat, voice, email, and non-voice queries  
• **Time Management** – Able to prioritize and manage tasks effectively  
• **Team Collaboration** – Works well in team environments and supports team goals  
• **Adaptability** – Comfortable working rotational shifts in a 24/7 setup

**Professional Summary**

• Highly motivated and customer-focused individual with a calm and professional approach  
• Demonstrated ability to solve problems and support users with patience  
• Flexible and eager to learn new systems and tools quickly  
• Consistent focus on quality service and customer satisfaction

**Educational Background**

| **Qualification** | **Institution** | **Board/University** | **Year** | **Percentage** |
| --- | --- | --- | --- | --- |
| B.Sc (Computer Science) | Prakasam Degree College | AKNU, Rajahmundry | 2023 | 72% |
| Intermediate | Greyfriars EM High School, Dondapudi | Board of Intermediate | 2020 | 63% |
| SSC | ZP High School, Kovvurupadu | School of Secondary Education | 2017 | 70% |

**Co-Curricular Activities**

• Participated in college fest activities  
• Served as Class Representative, demonstrating leadership  
• Engaged in team games and collaborative events

**Soft Skills**

• Calm and patient listener  
• Strong communication and interpersonal abilities  
• Quick learner and detail-oriented  
• Customer-centric and solution-focused

**Strengths**

• Positive mindset and hardworking attitude  
• Ability to handle pressure and multitask  
• Always willing to take ownership and help the team

**Hobbies**

• Listening to music  
• Reading motivational and storybooks

**Personal Information**

• **Date of Birth**: 30 September 2002  
• **Gender**: Female  
• **Marital Status**: Unmarried  
• **Languages Known**: English, Telugu

**Declaration**

I hereby declare that the information provided above is true to the best of my knowledge and belief.

📍 **Place**: Koyyalagudem  
🗓️ **Date**: 15-05-2023  
✍️ **Signature**:  
**BURRI KOTI SRI MANI DURGA**