

Place: SRIKAKULAM, Burja

PHONE: 6303897653

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## NARESH POGIRI

### OBJECTIVE:

Highly motivated and customer-oriented individual seeking a position in a BPO call center to utilize my excellent communication skills and multilingual in Telugu, Hindi, English, Kannda. Eager to contribute to providing exceptional customer service and delivering positive customer experience.

### EDUCATION:

#### **(B. Tech) in Mechanical Engineering**

Sri venkateswara college of engineering and Technology, etcharala.

Batch: (2018-22).

CGPA: 6.3

#### **Intermediate (M.P.C)**

Government junior college Burja.

Batch: (2016-18)

CGPA: 8.5

#### **SSC**

Z.P.H School kk Rajapuram.

Batch: (2015-16)

CGPA: 7.3

### SKILLS & ABILITIES:

- Excellent verbal and written communication skills in Telugu and English.
- Strong customer service orientation and ability to handle customer inquiries and complaints effectively.
- Active Listening, Time Management.
- Team work, collaborate effectively with team members to achieve service level objectives and maintain a positive work environment.
- Technical proficiency, Familiarity with call center software, like reservation system, Microsoft office suite.
- Problem solving, skilled in analyzing and resolving customer concerns, managing challenges and providing appropriate solutions.

### ADDITIONAL INFROMATION:

#### **Languages:**

- \* Native language [Telugu]
- \* Fluent in [English]
- \* Intermediate in [Hindi]
- \* Conversation in [Kannda]

### INTRESTS:

- 1) Playing cricket
- 2) Watching Tech news
- 3) Like Travelling and Cooking.