

# **Ravi Kumar Kadupu**

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## **CAREER OBJECTIVE**

To secure a position in a reputed company that offers skill enhancement and growth, which demands the best of my professional ability in terms of technical and analytical skills.

## **PROFESSIONAL EXPERIENCE**

Having a total of 2 years working experience in the B.P.O sector under various organizations in Customer service and Customer relationship management. Worked as a Quality Assurance Engineer in ProArch I T Solutions Private Limited, Hyderabad.

- started my career as a customer service executive in Hinduja Global solutions private limited for the client AIRTEL in Bengaluru.
- Worked as a customer service expert in 24 7 customer service for the clients AT&T and OVERSTOCK.
- Worked as a customer service associate (CSR) in ICICI BANK GROUP private limited in Mobile banking as well as Email writing departments.
- Strong in resolving customer queries, cross selling various products for the U.S. Customers.
- Monitoring day to day daily transactional activities, alerts, promotional offers etc....
- Sending mails to customers regarding credit card statement alerts, personal loan and General health insurance benefits etc....
- Maintaining good quality and accuracy in AHT during dispute transactions in the calls.

## **EDUCATION QUALIFICATION**

- Bachelor of Technology in Electrical and Electronics Engineering from SRI SARATHI INSTITUTE OF ENGINEERING AND TECHNOLOGY (67%).
- Completed 12th standard from K.P.R. & J.L. Siddhartha Junior College (78%)
- Completed 10th standard (S.S.C.) from Kaikaluru Public School (78%).

## **TECHNICAL QUALIFICATION**

Operating System : Windows 10, Linux (Ubuntu)

Word processor : M.S. office and M.S. Excel.

Typing Skills : 35wpm @ 100% Accuracy

## **STRENGTHS**

- Flexible and Adaptive in nature.
- Active Explorer.
- Can act as a Team-Player.
- Good communication and listening skills.
- Ability to work hard and willing to learn new things.

## **PERSONAL DETAILS**

Date of Birth :11/10/1992

Gender : Male

Marital status : Single

Languages : English , Hindi, Telugu

Hobbies : Watching movies, Cooking, Collection of coins.

## **DECLARATION**

I assure that the information furnished above is true and correct to the best of my knowledge.  
I am looking forward to getting an opportunity to work in your esteemed organization.