

Akhila Pentam

Personal Information

2-3-647/B/2/3

Premnagar, Amberpet Hyderabad 500013

9912281408

Akhiladsf4b@gmail.com

Professional skills

Excel

MS-Office

Good Communication Skills

Good Listening Skills

Languages

English
Proficient

Telugu
Native

Profile

Obtain a challenging and rewarding job in an organization with growth and learning opportunities in supportive, challenging work environment that would take advantage of my Job experience. I have a clear, logical mind with a practical approach to problem-solving and a drive to see things through to completion. I am eager to learn, I enjoy overcoming challenges, and I have a genuine interest in Customer Support and making organizations successful.

Employment History

Sr. Information Process Enabler - Tata Consultancy Services, Hyderabad

May 2019

- Trainer and mentor for new joiners.
- Introduced 30+ templates about the process, which helped our Jr. Associate to grab and grip about the process and make the process easier.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Prepared a variety of different written communications, reports and documents to ensure smooth operations.
- Exceeded goals through effective task prioritization and great work ethic.
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote a safe working environment.
- Managing project tasks and schedule calendar.

Education

Sri Chaithanya Degree College, Dubbak

April 2015 - April 2018

Sri Ragavendra Junior College, Dubbak

April 2013 - April 2015



Edit with WPS Office