

Lakshman Thodla
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OBJECTIVE

To deliver value in every role in which I perform and provide the highest client through process improvement and operational excellence. I have worked in the content writing and editing domain for content management. Looking for a remote WFH role due to health reasons.

Key content skills.

Writing web content on varied domains as per client requirements. Excellent verbal and written communication skills, with over 4+ years of content development for web sites. Also learned to write for social media posts for clients.

SUMMARY OF EXPERTISE:

2000-2006

Freelance content writing and editing

I worked as a freelance content writer for English content websites and was working from home due to personal and family reasons.

NE TECHNOLOGIES

June-2005-May-2006

Worked as a technical writer at

Updating and creating documents for US-based clients in Atlanta and formatting them as per company standards for corporate users. Providing support through technical documentation for end users using various tools like Word and Adobe tools.

KEY FACTOR SOLUTIONS

August-2007-October-2009.

Content Editor

I worked as a content editor for 2 years to help edit and streamline content for Adayana Automotive Limited, who was the client. Worked actively with the team, guiding them in preparing documentation material on par with client requirements.

Interfaced with the client on a daily basis to understand requirements, take feedback, and get improvements done as required. Implemented feedback cycles as needed to deliver high quality documentation.

SUVARNA TECHNOSOFT
November-2010-December-2011

Content writer.

I as a content writer and helped develop content for websites and also for various product brochures and marketing aids for hospital management systems and helped to deliver value with product documentation and website content for clients

HSBC EDPI
February-2012-March-2013

Worked as a Customer Service Executive in HSBC EDPI in the resourcing process, servicing candidates from the UK. Role Involves various types of email communications and day-to-day application processing of candidates based on specific criteria and parameters with a strictly defined SLA. My responsibilities also include work distribution and report generation for daily work allotment within the team. I also undertook training of various team members in the given process to make them proficient in their process skills.

GENPACT INDIA
August-2013-September-2019

Worked as a Technical Associate in Genpact for GE IT Process and supported end users of GE in various areas of technical troubleshooting and system maintenance with effective trouble ticket management to meet SLA parameters. Role involves handling end-user IT queries through voice and chat media and ensuring quick resolution and escalation of tickets as required depending on the severity of the issue while meeting the highest customer service quality standards.

Nov-2021-April-2022

TEAM LEASE DIGITAL
Contract role. -Technical Support

Technical support at team lease on their payroll for Dell Australia supported voice and chat-based support for international clients.

Nov 2021-March 2024

VINIL IT SERVICES
Senior content writer

Working as a senior content writer for Vinil IT Services. Designed content for the portal and wrote content for social media and websites as per client requirements. Wrote over 15 client websites and blogs in the span of 8 months.

STRENGTHS

Honest, hardworking with a desire for gaining knowledge in the work area through interaction with other professionals and developing a friendly and professional work environment around

Ability to understand and comprehend complex data and consolidate the same in a simple manner, which was used in the preparation of marketing collateral and product information web pages for clients.

Sincere and hardworking and strict adherence to SLA timeliness and finishing the work in the given time.

Ability to handle high volumes under pressure and deliver results.

Capable of training team members on various skills and processes that I have learned to help them grow and improve.

Good communication skills in both written and verbal mediums to effectively communicate with stake holders.

Capable of delegating work based on various business requirements and helping my team improve its productivity.

Honest and dedicated in performing tasks and learning new education

Completed a Bachelor of Commerce from Badruka College of Commerce and Arts, Kacheguda, Hyderabad, in the year 2000.

SKILLS SUMMARY

Operating Systems: Windows 95-Windows 10. Office Suite MS-Office.

Have a strong command over English language and expression and logical thinking, as I have worked in the technical support domain and content development for websites.

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Telangana, India

Projects.

Worked on 15 client websites so far and wrote web content for different domains like medical, catering, and business websites as needed.

Written this entire site with guidance of MD
<https://vinilitservices.com/index.html>

worked here and wrote this site.
<https://suvama.co.in/>

wrote for this client and many more.
<https://drswathiwomensclinic.com/>