

Career Objective:

- To achieve excellence in my area of work, through quality and efficiency and thus contribute to my organization growth.

Summary:

- Total 6+ years of experience
- Excellent ability to analyze and interpret the needs of customers and offer appropriate solutions.

Educational Qualifications:

- MBA (Marketing & Finance) in Balaji Institute of Management Science Studies affiliated to JNTU University, Hyderabad.
- Graduation (B. Com) from S.R Degree & P.G College affiliated to Kakatiya University.

Area of Experience:

- Wipro Limited (May 2020 to February 2022)
Employer : Wipro
Designation : Senior Process Executive
- Cognizant Technology Solution India Private Limited (Sep'18 - Apr'20)
Employer : Cognizant
Designation : Senior Process Executive

Responsibilities:

- Responsible for investigating and resolving issues that are reported on social media site of India such as requests for account support and reports of potentially abusive content.
- Taking the initiatives to help the process related queries and solving them.
- Responded back to users with necessary actions that must be taken to correct content. add review process.
- Reviewed and act on content that violates policies including copyright/pirated content.

- Customer Service Executive for ANI Technologies Ltd (OLA CABS) from Feb 2015 to June 2018.

Job Profile:

- Handling the customer safety response issues within TAT.
- Resolve the partner account related quarries.
- Resolve the payment and incentive related and issues based on their Performance.

Strength:

- Self-learner
- Enthusiastic to learn new technologies.
- Excellent soft skills and able to communicate well with different culture of people.

Personal Details:

Name : Sujitha Gaddam

Marital Status : Married

Languages Known : English, Hindi & Telugu

Declaration:

I hereby declare that all the information provided by me in this application is factual and correct to the best of my knowledge and belief.

(G.SUJITHA)