

PASAGADI NAGA VENKATA DURGA VENU GOPAL

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Career Objective :

Seeking for an opportunity to work in a challenging environment to improve my skills, utilize my knowledge in achieving company goals and to take up more responsibilities.

Work Experience :

ANALYST

Teleperformance - Nov 2022 - present

Responsibilities :

- To guide a bot that can be instructed to react quickly, simply and appropriately.
- Tagging a specific statement in accordance with a policy.
- Maintaining maximum quality with 100% productivity.
- Identify, propose and enforce escalation process improvements.
- Review of processed order for quality and meet TARGET set with the client.

Educational Qualifications :

Course	Institution	Board or University	Aggregate	Year of passing
B.Sc (Computers)	Jagruthi Degree College, Hyderabad, T. S.	Osmania University - Hyderabad.	66 %	2020
Intermediate (M. P. C)	Keshav Memorial Junior College, Hyderabad, T.S.	Board of Intermediate Education	62.4 %	2015
X Class (SSC)	Z P High School, Hanuman Junction, A. P.	Board of Secondary School Education	8.0 (GPA)	2013

Technical Skillset :

- Software Application : MS Office (Excel, Word, PowerPoint), Basic knowledge of google sheets
- Communication : Excellent written and verbal communication skills
- Computer Knowledge : Basic computer knowledge

Personal Details :

Father's Name : P. Srinivasa Rao
Mother's Name : P. Lakshmi
Date of birth : 29-04-1998
Languages known : English, Telugu and Hindi
Hobbies : Playing cricket and listening music

Declaration :

I, hereby declare that the information mentioned above is true to the best of my knowledge.

Place : Hyderabad
Date :

P. N. V. D. VENU GOPAL