

Ragulam Yogesh

**Risk & Payment support**

**As an [Review Analyst]**

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| **CONTACT** | **About Me**  I am willing to work for a well-established organization. I wish that my work will be useful for the development and improvement of the company. I am energetic, innovative, and I am looking forward ahead to work in challenging environment and strive for excellence.  **WORK Experience :**  2 years 4 months  **Job Responsibilities :**   * + - Communicated to Customers through online via emails and chats     - • Resolved conflicts, determined customer needs, set appropriate expectations, and provided appropriate solutions for the customer.     - • Advertised new promotions and used suggestive up selling for concessions     - • Consistently composed a grammatically correct, concise, and accurate written response to customer issues via online. Gained experience working with customers from different ethnicities.     - • Researched customer accounts and orders stored on the legacy system.     - • Asks questions to determine, verify and solve problems.     - • Maintain knowledge of current sales, promotions and security practice     - • Advise customers with the selection and purchase of products on the sales     - • Empathize with and prioritize every customer's needs with respect and patience while showing ownership and upholding company values.     - • Communicated clearly and concisely with both external customers and coworkers.     - • Clearly understood and responded appropriately to the issues that customers presented.     - • Approached problems logically and with good judgment to ensure the appropriate customer outcome. Made appropriate decisions on behalf of the customer quickly and effectively     - • Alert management or proper point of contact for help when problems arise     - • Effectively prioritized work time to ensure efficiency     - • Empathize with and prioritize every customer's needs with respect and patience while showing ownership and upholding company values.     - • Communicated clearly and concisely with both external customers and coworkers.     - • Clearly understood and responded appropriately to the issues that customers presented.     - • Approached problems logically and with good judgment to ensure the appropriate customer outcome. Made appropriate decisions on behalf of the customer quickly and effectively     - • Alert management or proper point of contact for help when problems arise     - • Effectively prioritized work time to ensure efficiency |
| **Address: 11-1-45&46/A Sithaphalmandi Secunderabad** |
| **Phone:**  **+918297177105** |
| **Email**: myogeshragula1996@gmail.com |
| **SKILLS:** |
| **Operating System: Windows** |
| **Windows7,08,09,10& Updated version** |
| **MS Office** |
| **PowerPoint**  **Hardware & Networking** |
| **Microsoft Azure & Devops** |
| **INTERESTS**  **Watching movies & Series.**  **Spending time with Family and Friends**  **Animal lover**  **Playing Indoor Games Travelling on bikes** |
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| **ACHIEVEMENTS**   * **Recognize as best employee Encore award of the year 2022-Accenture** * **Completed a course on Hardware &networking Received an appreciation for my hard work in my final exam.** * **Received a certificate on national cadet corps** * **Received certificate in inter college competition on cricket** |

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| * Father Name:R.Ramesh * DOB: 10-December- 1996 * Nationality: Indian * Gender: Male * Marital Status :Single     **EDUCATION:**  **Frobel’s Garden High School**  Secondary School Certificate  **Vivekananda junior college**  The Telangana State Board of Intermediate Education  **Vivekananda Degree College**    The Telangana State Board of Graduation Education | Excellent communication and interpersonal skills.   * Strong decision-making skills.   **PROJECTS:**   * **Connect Solutions Inbound & Outbound** * **Smart Drive Systems India Pvt Ltd as a content reviewer** * **Accenture Solutions Pvt Ltd** |

**Declaration**

I, Yogesh, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

***Ragulam Yogesh***