



CONTACT

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EDUCATION

- SSLC (2006)
St. Philomenas High School
(Hassan)
Score: 62.24%
- PUC (2009)
Department of Karnataka
Pre-university Education Board
Score: 66%
- B.com (2009-2012)
A.V.K College
Score: 74.15%
- M.com (2012-2014)
Pooja Bhagavat Mahajana Post
Graduate Center Mysore
Score: 8.6 (c.g.p.a)

SKILLS

- Team work
- Customer service skill
- Leadership
- Decision making
- Project planning
- Goal setting
- Time management
- SelfMotivated
- Willingness to learn new things
- Ability to work as individual /group.

LANGUAGES

- Kannada
- English
- Hindi
- Telugu

OBJECTIVE

To convert opportunity into success and achieve excellence by hardwork and do my best to contribute to the achievement of organizational goals.

WORK EXPERIENCE

Customer Support Associate L1

Amazon Blr 2 [September 19,2024 - December 18,2024]

- Handling customer Escalations regarding installation
- Maintaining the working progress cases
- Perform the various duties as assigned by management
- Reporting to manager on Day to Day work.
- Handling amazon home services - open orders.
- Confirming the escalations of customers.
- Completed 1500+ calls in peek time within a week.
- Assisted many customers in average less than 3 minutes by answering questions, responding to enquiries and handling 100% of escalation via mail/ calls.

PRT- Teacher

PodarInternationalSchool-ICSE- Hassan [August 2018 to May 2019]

- Was in charge of English Literature, ICT and EVS classes for grades one and three.
- Assessing and evaluating students work by setting and marking test and other forms of assessment.
- Preparing lessons, activities, games and materials for students.
- Creating lesson plans and providing feed back to other teachers.
- Record students attendance, grades and performance.
- Supervise students to ensure their well being and safety.
- Organize co-curricular events in the school.

Front Desk/ ADMIN (Admission Counselor/ Admission department)

Sri Vivekananda International school-ICSE-Hassan [April- August2018]

- Greeted and assisted all visitors in a professional manner.
- Answered and routed incoming telephone calls
- Performed general Clerical duties, filling, photocopying, typing and maintaining database.
- Created, developed and maintained student records confidential.
- Provides administrative support.
- Assist with the principal.
- Reporting to the director.

Project [Jan 2014 - May 2014]

KSRTC Women Employees problems, satisfaction and Motivation

- To identify the respondents.
- Developing a questionnaire.
- Conducting the research.
- Interpreting the data.
- Presenting the final findings to the college management.