

BATTENA PRASAD

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PROFESSIONAL SUMMARY

Experienced logistics professional with a track record of enhancing customer satisfaction through efficient supply chain management. Proficient in streamlining operations, resolving issues, and maintaining strong client relationships. Skilled in utilizing logistics software for tracking and analysis. Proven ability to meet or exceed performance goals. Seeking to contribute expertise to a results-oriented logistics team.

TECHNICAL SKILLS:

- **Operating systems:** windows 7, windows8, windows10
- **Troubleshooting**
- **Microsoft Excell, Microsoft office**
- **Other Skills:** Problem Solving - Critical Thinking.

WORK EXPERIENCE:

Associate customer operations | Zinka logistics solutions, Bangalore. (03/2022) – (06/2023)

Responsibilities:

Escalation and Problem Solving:

- Identifying and escalating complex or unresolved issues.
- Collaborating with higher-level support or management.
- Applying problem-solving skills to address challenging customer concerns

Quality Assurance and Compliance:

- Participating in quality control and assurance programs.
- Ensuring adherence to company policies and procedures.
- Complying with data protection and regulatory requirements.

Ticket or Case Volume: Track the number of customer inquiries or cases received and handled daily or monthly.

- Manage customer inquiries and issues promptly.
- Ticket resolutions.

Time Management: Efficiently manage time and workload to handle multiple customer interactions and tasks simultaneously.

ACCOMPLISHMENTS:

- On a mission to enhance fraud detection, I successfully increased the rate of positive results by 15%.
- "Conducted training sessions for junior team members."
- "Achieved the honor of 'Best Performer of the Month,' acknowledging consistent dedication, exceptional results, and a strong commitment to excellence."

EDUCATION:

BTech in Mechanical engineering P.V.K.K Institute of technology, Andhra Pradesh	Graduation Year (2021)
Board of Intermediate education Narayana junior college, Kurnool, Andhra Pradesh	2015-2017
Secondary school certificate Prathibha model school, Kurnool, Andhra Pradesh	2015

PROJECTS:

Academic project: **Major Project: Design and Fabrication of a Hybrid Electric Vehicle**

- The aim of the project is to design and construct a Hybrid Electric Vehicle (HEV) powered by battery as well as petrol. The vehicle is made dynamic in nature by making use of electrical power from battery and fuel power. It consumes less fuel and creates comparatively less pollution as compared to conventional vehicles. Hybrid electric vehicles consists of a battery, to drive the electric motor and power system with an IC engine to increase fuel economy reduce harmful emissions from the exhaust.

Language proficiency:

- Telugu (Native language).
- ENGLISH.
- Hindi.

DECLARATION:

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

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