



# DIVYA G R

## 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 assement.
- 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 there 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.
- Providies 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.

## 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