**RESUME**

**GADDAM SAICHARAN**

**EMAIL:**Saicharan25102001@gmail.com

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**OBJECTIVE**

“Detail -oriented and customer-focused individual seeking a position in customer support, leveraging my excellent communication skills and experience in international voice processes to effectively address customer queries and provide exceptional service.

**EDUCATION QUALIFICATIONS**

**Degree:** Bachelor of Technology in Computer Science

**University**: Jawaharlal technological university Hyderabad

**Graduation year:**2024

**SKILLS:**

* Proficient in providing customer support
* Ability to understand and resolve miscellaneous queries
* Strong customer handling skills
* Comfortable working night shifts in a voice process environment
* Excellent business communication skills in English, both written and verbal.
* Good analytical and problem-solving skills, with the ability to handle team and client discussions effectively.

**ADDITIONAL SKILLS:**

* **Attention to Detail:** Ability to pay close attention to details while reviewing sensitive cases and documents, ensuring accuracy and compliance with regulations.
* Critical Thinking: Capacity to analyze complex situations, identify potential risks or issues, and propose effective solutions to mitigate them.
* **Time Management:** Proficiency in managing time effectively to prioritize tasks, meet deadlines, and handle multiple responsibilities simultaneously.
* **Adaptability:** Willingness to adapt to changing priorities, procedures, and regulations in a fast-paced and dynamic environment.
* **Integrity and Ethics:** Commitment to upholding high ethical standards and maintaining confidentiality when handling sensitive information and cases.
* **Customer Focus:** Dedication to providing excellent service to internal and external customers, understanding their needs, and striving to exceed their expectations.
* **Cross-Cultural Communication:** Ability to communicate effectively with individuals from diverse backgrounds and cultures, fostering inclusivity and understanding.
* **Continuous Learning**: Eagerness to stay updated on industry trends, regulations, and best practices through ongoing learning and professional development activities.
* Teamwork: Strong collaborative skills, with the ability to work effectively as part of a team and contribute positively to a supportive and inclusive work environment.
* **Emotional Intelligence:** Capacity to understand and manage emotions effectively, demonstrating empathy, self-awareness, and resilience in interactions with colleagues and clients.

**CERTIFICATIONS**

* Completed a DRDO - sponsored 2-day workshop on Cryptography ,earning a recognition certification
* Completed spoken tutorial project,IIT Bombay and earned a certification of participation
* Skillup online certificates on DataScience and Reactjs

**Skills and Traits:**

* Proven problem-solving abilities and creative thinking.
* Good Team-player and Positive Attitude
* Ownership and meets deadlines.
* Communicates effectively ,both in writing and orally.
* Willingness to learn new technologies and adapt to project requirements.

**PERSONAL INFORMATION**

**Name:** G .Sai charan

**Date of Birth:** 25-10-2001

**Languages Known :** English, Hindi and Telugu

**Hobbies:**  playing chess and cricket,Reading magazines

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge

**( Gaddam saicharan)**