**P. GOURISHANKER**

**gouri-shanker@outlook.com**  Mobile no. **+91 9014909009**

**Looking for a US IT Recruiter/Bench sales recruiter and remote role.**

**Objective:**

To succeed in an environment of growth and excellence and earn a job that provides me satisfaction and self-development and help me to achieve organizational goal.

**Academic Profile:**

* B.E, Computer Engineering from AVN Institute Of Engineering And Technology (2019)
* Diploma, Computer Science And Engineering from Govt Polytechnic College Masabtank(2014)
* S.S.C. from Navya Jyothi High School (2011).

**Technical Profile:**

* Operating System : Windows XP, Vista, 7,8,8.1,10 & 11.
* Package : Microsoft Office 2019
* Typewriting : Medium

**Skills and knowledge:**

Knowledge of tax terms and visa types.

Knowledge of c2c and w2 and 1099.

Knowledge of bench sales.

Good knowledge of IT skills and analyzing the requirements.

Good knowledge of working with the jib portals such as Dice Monster and career builder.

**Experience Profile:**

* Working as **Senior Customer Service Associate** for **Reliance Digital from 2018’ May to the Present.**

**Roles and responsibilities :**

* Answer Inbound/Outbound Calls Professionally And Provide Information About Products And Services, Take/Cancel Orders, And Obtain Details Of Complaints
* Keep Records Of Customer Interactions And Transactions, Details Of Inquiries, Complaints, And Comments, As Well As Actions, Taken. Process Orders, Forms, And Applications
* Follow Up To Ensure That Appropriate Actions Are Taken On Customer Requests
* Refer Unresolved Customer Grievances Or Special Requests To Designated Departments For Further Investigation
* Leading and mentoring the Technical Support Team, performing scheduled staff reviews, communicating, and adhering to new procedures, policies, and goals.
* Continuous Collaboration with other support teams in resolving the issues.
* Improve the quality of the customer experience on a daily basis.
* Take ownership of customer issues and resolve them based on priority.
* Keep a record of all the activities and timely based reports of the issues for analysis.
* Resolving tickets in a timely manner and prioritizing them based on the impact.
* Maintain orderly workflow and apply best practices for best results.

**Experience details:**

* Company Name : Reliance Digital
* Designation : Senior Customer Service Associate
* Tenure : May 2018 to Present

**Achievements:**

* Best Employee of Support Star of the Year 2019.

**Personal Profile:**

* Father’s Name : P. Ramakrishna
* Mother’s Name : P.Vani
* Gender : Male
* Marital status : Single
* Nationality : Indian
* Address for Communication: H. No: 4/18, Rajeevgruhakalpa, Torror

Rangareddy, Telangana.

* Language is known: English, Hindi, Telugu.

Place: **Hyderabad**

Date: (**P. GOURISHANKER**)