

MITTAPALLI RAJASHEKHAR

ADDRESS: MD1020 BLOCK 73, Pothana Colony, New Maredupaka, Ramagundam, Peddapalli.

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Career Objective:

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals.

Educational Qualifications:

Course	Name of Institution	Board of Education	Duration of the Course	Percentage (or) G.P.A
B.Tech (ME)	Kamala Institute of Technology and Science	JNTUH	2014-2018	54.5%
Intermediate	SR Junior College	BIEAP	2012-2014	86.5%
SSC	Goutham model School.	BSEAP	2011-2012	8.3

Skills :

- MS Excel
- MS Word
- MS Power Point

Experience :

Worked as Customer Care Executive at **Teleperformance** from September 2021 to May 2022

Roles & Responsibilities :

- . **Answering Calls:** Receive and respond to customer inquiries via phone.
- . **Customer Support:** Provide timely and effective solutions to customer complaints and issues.
- . **Issue Resolution:** Resolve customer complaints and issues in a professional and courteous manner. .
- Communication:** Clearly communicate with customers, ensuring they understand solutions and next steps.
- . **Documentation:** Accurately document customer interactions, including issues and resolutions.
- . **Meet Performance Metrics:** Meet or exceed performance metrics, such as first-call resolution, customer satisfaction, and handling time.
- . **Responding to Emails:** Respond to customer inquiries and issues via email in a timely and professional manner.
- . **Customer Support:** Provide effective solutions to customer complaints and issues via email.
- . **Email Management:** Manage email queues, ensuring timely responses and resolving issues efficiently.
- . **Communication:** Clearly communicate with customers via email, ensuring they understand solutions and next steps.
- . **Meet Performance Metrics:** Meet or exceed performance metrics, such as first-response time, customer satisfaction, and resolution rate.
- . **Email Quality Assurance:** Ensure high-quality responses, adhering to company standards and guidelines.
- . **Product/Service Knowledge:** Maintain up-to-date knowledge of products/services to effectively support customers.
- . **Customer Satisfaction:** Focus on delivering exceptional customer experiences, ensuring satisfaction and loyalty.
- . **Continuous Improvement:** Identify areas for process improvement and suggest changes to enhance customer experience.

Key strengths:

- Good grasping power.
- Quick learner.
- Good observer.
- Good interpersonal communication skills.

Hobbies and Interests: • Playing: Cricket.

Listening to music. □

Declaration:

I hereby declare all the information cited above is true to the best of my knowledge and belief.

MITTAPALLI RAJASHEKHAR