

# NIKATH PRAVEEN

The role you are applying for?

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## SUMMARY

Dynamic Customer Support Executive with proven expertise at Futwork in complaint resolution and customer inquiry management. Successfully enhanced customer loyalty through effective problem-solving and delivered exceptional support across multiple channels. As a Team Lead at Techma, I improved team performance and maintained meticulous records,showcasing my leadership and organizational skills.

## EXPERIENCE

### Team Lead

#### Techma organisation

📅 02/2024 - 11/2025   📍 Bangalore,India

#### Company Description

- Monitored team operations and workflow during busy periods,making adjustments to improve pace.
- Supervised teams and individuals,giving feedback on performance and setting goals for improvement.
- Maintained accurate records of completed tasks and projects.

### Title

#### Company Name

📅 Date period   📍 Location

#### Company Description

- Highlight your accomplishments, using numbers if possible.

## EDUCATION

### Diploma

Trinity College of Engineering and Technology,Peddapalli,India

📅 04/2024

## SKILLS

Data reconcillation reporting

Complaint Resolution

Customer Inquiry Management (CIM)

Perception in solving queries

Best in handling team

## STRENGTHS

### Negotiation and Presentation

Understanding negotiation dynamics and presenting in a clear and effective way.

### Research

Alwaprepared for the customer & industry specifics.

### Customer Relationship

Always prepared for the customer to both prospective and existing customers.

## LANGUAGES

### English

Advanced



### Hindi

Proficient



### Telugu

Proficient

