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**Email :** [gulfjobseeker-393121@2freemail.com](mailto:gulfjobseeker-393121@2freemail.com)

# PROFESSIONAL OBJECTIVE:

To acquire a challenging position in an environment where I can best utilize my skills,education, knowledge and thereby establishing myself as a valuable asset to the organization.

# PROFESSIONAL EXPERIENCE:

2 +Years in IT service in sales and customer support. Handling 250+ sales and service requests each month.

Role: Digital Interaction Advisor.

**Roles and Responsibilities:**

* Responded to Customers in a timely matter via Live Chat.
* Assisted with answering questions and troubleshooting for online opportunities.
* Suggested merchandise, upsell, and assisted with online promotions.
* Contacted shipping carriers for tracking and lost packages.
* Answered inbound phone calls for Cast members and Personal Shoppers.
* Applied Cast member discounts to shipped orders and assisted those who could not apply to their accounts.
* Helped with Guests escalated orders from Personal Shoppers.
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
* Check to ensure that appropriate changes were made to resolve customers' problems.

**EDUCATIONAL QUALIFICATION:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree / Certificate** | **College/School** | **University/board** | **Year** | **Marks Obtained** |
| B.Tech (E.E.E) | |  | | --- | | Aditya college of engineering  Madanapalle | |  | | JNTU  Anantapur | 2015 | 60% |
| Intermediate | Narayana junior college,kadapa | Board of Intermediate  Education, A.P | 2011 | 76% |
| SSC (10th) | Pushpagiri high school,kadapa | Board of  Secondary  Education, A.P | 2009 | 75% |

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# TECHNICAL SKILLS:

* Programming Languages : Basics in C,Java.
* Operating Systems : Windows family.
* Software package : MS OFFICE.
* IT Skills : Trained in Switching and Routing Networking(CCNA)

# INDUSTRIAL VISIT:

* Visited “**APGENCO”**Power Plant at Srisailam.

# PERSONALITY SKILLS:

* Good team player.
* Quick adaptability and eager to learn new things.
* Dedicated to work.
* Ability to work as individual as well as in group.
* Excellent communication skills.
* Strong motivational and leadership skills.

# EXTRA CURRICULAR:

* Participated in various seminars during my graduation.
* Volunteered service for “Helping hands” Orphanage camp in collecting and donating stationary to physically challenged children.

# PERSONAL INFORMATION:

* Date of Birth : 01-08-1994.
* Gender : Male.
* Marital Status : Single.
* Nationality : Indian.
* Languages known : English, Hindi & Telugu.

### ACKNOWLEDGEMENT:

Hereby, I acknowledge that all the information provided in this resume are all true and thanking you in anticipation of your compliance.