

RESUME

Name:- Nalla Praneeth Reddy

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CAREER OBJECTIVE

I wish to work with an organization, which gives more exposure and best standards. Where I can widen my knowledge base and work hard.

EDUCATIONAL QUALIFICATION

- **M.TECH (CAD/CAM)** from **Sri Indu College of engineering & technology** in 2015 with 67.56%.
- **B.Tech (Mechanical)** from **T.K.R. College of Engineering & Technology** in 2013 with 63.89%.
- **Inter (M.P.C)** from **Narayana junior college** in 2009 with 67.5%.
- **SSC** from **C Ram Reddy Memorial School** in 2007 with 76.06%.

PROFESSIONAL EXPERIENCE

As a job, customer service professionals are responsible for addressing customer needs and ensuring they have a good experience. As a skill set, customer service entails several qualities like active listening, empathy, problem-solving and communication. Detailed understanding of MS Office.

MY EMPLOYMENT HISTORY

Organization: LEEDS MANAGEMENT SERVICES: - Hyderabad, from 26th April 2021 to Till now serving as a **Senior Tele Sales Associate**.

ROLES & RESPONSIBILITIES

- Interact with professionals / clients in person and assist them with the overseas process.
- Provide updates to the clients via emails and phone calls.
- Generate feed backs from clients and prepare your daily/weekly/monthly sales reports.
- Ask questions to understand customer requirements and close sales.
- Direct prospects to the closure sales team when needed
- Enter and update customer information in the database
- Take and process data in an accurate manner
- Oversee the timely management of outgoing and incoming calls
- Ensure call records are properly stored and organized in a call centre database
- Ensure daily shift call quotas and set targets are achieved
- Conduct research to identify solutions and answers to difficult client issues.

Organization: WIPRO LIMITED- Hyderabad, From 17th March 2018 to 20th April 2021
Served as a **Senior Associate**.

ROLES & RESPONSIBILITIES

Client:- Reliance jio

- Manage large amounts of incoming and outgoing calls

- Generate sales leads, reaching targets
- Identify and assess customers' needs to achieve satisfaction
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Organization: ADATHON SOFTWARE SOLUTIONS - Hyderabad, 4th January 2016 to 28th February 2018, served as **Ad words Customer care representative.**

ROLES & RESPONSIBILITIES:

1. Respond to advertiser inquiries in a timely manner via phone calls
2. Creating, implementing and tracking of Paid Search campaigns.
3. Develop, recommend and execute proposal, account, & campaign strategy
4. Analyzing performance of Customer's portfolio of paid search marketing campaigns
5. Provide ongoing reporting of search program performance metrics
6. Search engine marketing/SEM, Pay per Click Marketing (PPC) Social Media/SMO

POSITIVE TRAITS

- Leadership qualities, Self Confident and Attitude to quickly learn new technologies.
- Good Team Player & Committed to Organization.
- Ability to deal with people diplomatically.
- Zeal to accept challenging work.
- Dedication & Determination towards the work assigned.

PERSONAL DETAILS

Name : N. Praneeth Reddy
 Date of birth : 12-04-1992
 Languages : Telugu, English & Hindi
 Permanent Address : H.No:3-57/1 Village:-Dhannur (B) Mondal:-Boath, District:-Adilabad
 State:-Telangana, Pin Code:-504304

Declaration:

I, Praneeth Reddy the undersigned, certify that to the best of my knowledge and belief, this data correctly describes my qualifications and other details.

Date:

Signature:

Place:

Name: N Praneeth Reddy