

Gurukeerthi vallabhaC

#154 ,Sri krishna nagar hennur bagalur main road, near mantri web city. Bangalore-562149
9945526935 • gurukeerthivallabha@gmail.com

Objective: Voice interaction advisor for international telecommunication and online sales support with 3 years of experience. Ability to execute best customer experience and dedicated to work, team player, accurate and responsible, goal oriented at the same time flexible.

Core competencies

- Being able to work in a team
- Ability to remain calm under pressure
- Friendly and tactful personality
- Good time keeping
- Open minded attitude
- Being able to handle complaints and difficult situations
- Good communication skills and interpersonal skills- Ability to build relationships to trust
- Decision making ability- To make sound judgements and properly assess situations
- Problem solving- Ability to asses various situations and develop appropriate solutions.

VOICE INTERACTION ADVISOR AND SALES SUPPORT EXECUTIVE

Experience

02-Nov-2016 – 08-nov-2019

Voice interaction advisor and sales support executive, 24/7.ai

- **Rewards and Achievements**
- Most calls attended in a month
- Achieved highest login hours in a month
- Extra mile award
- Highest resolved calls in a month

Education

- B.A In Psychology MES degree college, Malleshwaram
- PUC : RBANM'S PU College : Karnataka Dept. of Pre University Education in 2013
- S.S.L.C : Poorna Prajna education centre - Karnataka Secondary Education Examination Board in 2010.
- B.A in psychology: Bangalore University. MES degree college

Extracurricular and Achievements

- Awarded as best batsman award from 'Brijesh Patel cricket academy'.
- Played for 4th & 5th division for 'Vultures cricket club'.
- Gold medalist in javelin throw & discuss throw at annual sports meet MES Degree College.
- Represented school in district level volley ball tournament.

Skill Set

- Ability to work on multiple things simultaneously
- Management skills to keep tight deadlines and work under pressure
- Ability to inspire confidence and mutual respect
- Versatility
- Well organized and planning skills
- Good verbal and written communication skills
- Time management skills
- Excellent team player

Technical Skills

- Worked as Voice support for customers of Australian Telecommunication Company (OPTUS)
- Provided order processing support for online Sales department.
- Customer service skills

Computer Skills

- MS office
- MS word
- MS Excel
- PowerPoint.

Hobbies

- Playing cricket and other sports
- Listening music

Personal Information

- Name: Gurukeerthi Vallabha.C
- Father's Name: Mr Chandrashekhar.S
- Mother's Name: Mrs Nagaveni.N
- Nationality: INDIAN
- D.O.B: 24TH FEB 1994

Languages Known

English, Hindi, Kannada, Tamil and Telugu.

Declaration

I hereby, declare that the particulars of information mentioned above are true to the best of my knowledge.