CURRICULUM VITAE

**Satish Tilak Vavilala**

Flat No: - 303, Vemuri Paradise Apartments,

Professors Colony, Malakpet, Email: tilak.vs@gmail.com

Hyderabad-500036, Ph.No: 040-24558007

A.P, INDIA. Cell No. 7799639992. 9908914468

**Objective:**

* To work in an organization where prospects are unlimited and an individual is recognized by his work .To contribute all my efforts wholeheartedly for the up-liftment of the company.
* I am creative, innovative and honest at my work and am looking forward to work in a **healthy and challenging environment.**

**Educational Qualifications:**

* **Bachelor in Commerce**

Aurora Degree College, Osmania University, Hyd.

* Intermediate (C.E.C.) from St. Thomas Samhitha Jr. College, B.I.E., Hyd.
* S.S.C. from Brilliant Grammer High School.

**Technical Qualifications:**

* Honors Diploma in Computer Science
* Hardware & Networking Knowledge

**Work Experience:**

**Sr. CSA (Level 3) in Amazon**

**Dec 2010 to Jan 2013**

**Role:**

* Answering customer queries through emails.
* Returns, Replacements and Refunds issues.
* Solving issues related to Gift cards, Author Central & other issues
* Resolving critical issues.

**Sr. Consultant in Sutherland Global Services**

**Feb 2013 to Jan 2014**

**Role:**

* Answering customer queries through email and chat for billing and sales issues.
* Products & Packages issues.
* Offering discounts for eligible customers.
* Satisfying customers.
* If not satisfied escalate to next level.

**Technical Support Specialist in Dieboldnixdorf Systems**

**Sep 2015 to May 2018**

**Role:**

* Resolving customer queries through Remote session.
* Passing quires to on site technician if not resolved through remote session.
* Helping colleagues to resolve issues.

**PERSONAL DETAILS: -**

NAME : V.S. TILAK

FATHER'S NAME : V.NARAYANA.

DATE OF BIRTH : 15 FEBRUARY 1977.

LANGUAGES KNOWN : English, Hindi and Telugu.

HOBBIES : Playing Cricket, Chatting & Watching Movies

**PASSPORT DETAILS:**

 Passport Number : J7165315

 Date of Issue : 02-08-2001

 Date of Expiry : 01-08-2021

 Place of Issue : Hyderabad

 Date :

 Place : **(V.S.TILAK)**