

RESUME

Y NARESH

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Carrier Objective:

To obtain a challenging career in a professionally managed organization which will take full benefits of my skills, knowledge and to work with an organization that will give me an opportunity to exhibit my abilities.

Academics:

| Qualification | Institution | Board of passing | Score | Year of Passing |
|---|---|---|----------|-----------------|
| MBA (Marketing&Finance) | Dr.Jyothirmayi Degree College, Adoni, AP. | Jawaharlal Nehru Technological university, Anantapur. | 80% | 2020 |
| B.sc (Mscs) (Computer Science) | Dr. Jyothirmayi Degree College, Adoni, Kurnool(Dist), Andhra Pradesh | Rayalaseema University Kurnool(Dist), Andhra Pradesh . | 92% | 2018 |
| Intermediate | Narayana Intermediate College, Adoni, Kurnool (Dist), Andhra Pradesh. | State Board of Secondary Education, Andhra Pradesh. | 86% | 2015 |
| SSLC | Milton Grammar High School Adoni, Kurnool(Dist), Andhra Pradesh. | State Board of Secondary Education, Andhra Pradesh. | 8.2 CGPA | 2013 |

Technical skills:

- MS Excel
- Power Point
- MS Word
- IT Recruiter

Experience:

Company: **Jindal Services Pvt Ltd**

Client : **Daikin Airconditioning India Pvt Ltd**

Worked as a operations support for 1 year in Jindal Services Pvt Ltd from OCT 2022 to JULY 2023

Roles & Responsibilities:

- 1) Addressing customer service inquiries in a timely and accurate manner and providing the resolution
- 2) Give accurate and appropriate information to answer questions, troubleshoot issues, and resolve the complaints.
- 3) Achieved customer satisfaction rating of 98 % within 4 months, exceeding corporate target.
- 4) Collected Customer feedback and made process changes to exceed customer satisfaction goals.
- 5) Handling the customers through via chats and calls and analysing the issue and
- 6) Got Quality scores 98 % and appreciation from client for my best performance during project handing .

Professional Summary:

- 1) Experienced and reliable operations support with extensive experience providing assistance in a busy call settings.
- 2) Strong dedication to helping customers resolves issues and cultivating a positive image of the company.
- 3) Excel in both team environments and alone.
- 4) Proven ability to listen attentively, solve problems quickly and efficiently.
- 5) Fully committed to following company procedures and winning loyal customers.
- 6) Responsible for building customer relationships.
- 7) Maintained and update customer records.

Post Graduation Project work:

- Title: **A STUDY ON BUYING MOTIVES TOWARDS ULTRATECH CEMENT PRIVATE LIMITED AT TADIPATRI**
- Duration: Dec 2019 - Mar 2020 (3months)

Description:

- 1) Buying motives is defined as the behaviour that consumers display in searching for, purchasing, and disposing of products and services that they expect will satisfy their needs.
- 2) I have taken samples of size 100members in yemmiganur with convience sampling technique.
- 3) Developed a survey to know the brand value and public relation as well as understood the influence of company advertisement in the target market.

Strengths

- Good communication skills
- Interested in learning new things
- Very Honest

Personal details :

Father's Name : Y. LINGAPPA
Date of Birth : 25-06-1998
Gender : MALE
Permanent address : Plot no : 65
YPR colony,aspari road
Adoni ,Kurnool(dist.), Andhra Pradesh-518301.
Nationality : Indian-Hindu
Languages known : English, Telugu, Hindi, Kannada
Hobbies : Playing cricket, Surfing Internet

Declaration :

I hereby declare that the particulars of information stated herein above are true, correct and complete to the best of my knowledge and belief.

Place: Adoni
Date:

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