



PROFILE

Dedicated and customer-focused support professional with 27 Months of experience in providing exceptional Customer assistance and problem-solving expertise. Proficient in diagnosing and resolving issues, I am skilled in both remote and on-site support, ensuring minimal downtime for end-users.

My strong communication skills and ability to convey complex information in a clear and understandable manner have consistently resulted in high customer satisfaction ratings. Proven expertise in troubleshooting, managing ticketing systems, and maintaining detailed documentation. Seeking to leverage my commitment to delivering top-notch support in a dynamic support role.

CONTACT

PHONE:
+971 545601897

EMAIL:
poodarirakeshgoud@gmail.com

RAKESH GOUD POODARI

CUSTOMER SUPPORT EXECUTIVE (INTERNATIONAL)

EDUCATION

Vaageshwari College of Engineering B.Tech (ECE)

2014 - 2018

ECE – Electronic Communication Engineering (Under Graduate)

Hindu Junior College

2012 - 2014

Inter Mediate with the stream of M.P.C with 61.5%

Vidya Vani High School

2011-2012 SSC with 7.3GPA

WORK EXPERIENCE

GKC Foods, Hyd.

Customer Support Executive

14-Dec-2023 – 19-March-2024

As a Customer Support Representative, I played a crucial role in ensuring our customers receive exceptional service and assistance. I will be responsible for addressing customer inquiries, resolving issues, and providing information about our products or services.

Customer Interaction:

- Respond promptly to customer inquiries through various channels (phone, email, chat).
- Provide accurate information about products, services, and company policies.
- Assist customers with placing orders, tracking shipments, and resolving product-related issues.

Issue Resolution:

- Identify and assess customer needs to achieve prompt issue resolution.
- Escalate complex issues to higher levels of support when necessary.
- Follow up with customers to ensure satisfactory resolution.

ADDRESS

4-49, Janagaon, Husnabad,
Karimnagar, 505466.

LANGUAGES

English
Hindi
Telugu

PASSPORT DETAILS

Pass Port Number: P3050781

Date of Issue: 17/06/2016

Date of Expiry: 16/06/2026

Place of Issue: Hyderabad

PERSONAL DETAILS

Father Name: Chandra Shekar Goud

Date Of Birth: 28/12/1996

Nationality: Indian

Marital Status: Single

Religion: Hindu

Product Knowledge:

- Stay informed about company products, services, and updates.
- Provide product recommendations and guidance to customers

Communication:

- Communicate effectively with cross-functional teams to relay customer feedback and insights.
- Provide clear and concise information to customers to enhance their understanding.

Cyberco Solutions, Hyd.

Customer Support Executive

Nov-2021 – Oct-2023

- Resolve Customer complaints and concerns with strong verbal and negotiation.
- Managed customer service effectiveness by monitoring performance and assessing metrics.
- Collect customer information and analyze customer needs to recommend potential products and services.
- Maintain client relationship for business and help the sales team in achieving targets.
- Referring difficult issues to upper management while maintaining positive report with customer
- Blocking or preventing the fraudulent behavior activity accounts.
- Verification of user documents giving property to the trust and safety of identity.
- Reviewing fraud activities charge backs and suspicious identification of transaction risk investigation.

Declaration:

Hereby, the above declared information is true and genuine of my knowledge. Am responsible for any kind of queries for the above information stated.

RAKESH GOUD POODARI

Ghost Concepts Software Services Pvt Ltd

Ref: HR-RL/HYD/28/03/2024

Date: - 28/03/2024

Mr. Poodari Rakesh Goud
Emp Code: 21582
Designation: Customer Support Executive

Experience Certificate

This is to certify that **Mr. Poodari Rakesh Goud** has successfully completed his employment with **Ghost Concepts Software Services Pvt Ltd**. The employment tenure was from **14.12.2023 to 19.03.2024**. He was working as **Customer Support Executive** & diligently involved in the projects and tasks assigned to him.

During the span, we found him punctual and hard-working person. His learning powers are good and he picks up swiftly. His feedback and evaluation proved that he learned keenly. Moreover, his interpersonal skills are brilliant.

Wish you all the best for your future assignments.

From:

Ghost Concepts Software Services Pvt Ltd.



K Prudhvi Kumar
Human Resources



info@gkcfood.com



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Date: 01-11-2023

Relieving & Experience Letter

This is to certify that Poodari Rakesh Goud has been relieved from the services of "Cyberco Solutions Pvt Ltd, as " Customer Support Executive" effective from 16th November, 2021 to 31st October 2023.

We thank him for the efforts and contribution during his tenure with "Cyberco Solutions Pvt Ltd". And wish him all the best in his future endeavors.

For Cyberco Solution Pvt Ltd.

For B. Naga Dharma
HR

