

Tatvam Praneeth kumar

Customer service Representative

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📍 Present Address Dubai UAE Near Bur juman Karama 📅 24 Nov 1983 🇮🇳 Indian 🤰 Married

📄 B 9581743

EDUCATION

Matriculation from St. John's High School

Lothkunta secunderabad, Intermediate (CEC)

*from Vandana Juniour college, Board of
Intermediate Education, Secunderabad*

Detail-oriented and successful Customer Service Professional with 10 years of experience in the Results-driven, focused on achieving success and Professional and Challenging Environment which would be help me to attain Excellence and give me an opportunity to enhance my skills and where I can contribute, my skills for the growth of the Organization.

PROFESSIONAL EXPERIENCE

Earthlink Sital india pvt Limited, Customer Service
Professional (Customer & Technical Chat Support)

Sep 2017 – Apr 2024 | Hyderabad, India

EarthLink - Atlanta-based Internet service provider has earned an award-winning reputation for outstanding customer service and its suite of online products and services. EarthLink offers what every user should expect from their Internet experience like high-quality connectivity, minimal online intrusions and customizable features.

Key Responsibilities:-

- Handling Billing & Technical Chats and ISP Sales. Troubleshooting Internet, Email, Networking issues via Chat.
- Creating Service Tickets to Escalating the Unresolved issues. Assisting customers through Live Chat using Timpani tool.
- Handling three customers at a time as a Technical Support Live Chat.
- Total Access for EarthLink email address to send and receive email messages.
- Protection Control Center, PC Fine Tune. Resolving browsing issues with Internet Explorer, Mozilla Firefox and other browsers. Assisting customers with using Web Mail, My Account and My EarthLink web sites. Creating additional email addresses for accounts and managing them.
- Escalating issues to high level engineers

Key Responsibilities:-

Initiating orders & raising of invoices in prepaid billing system
Taking care of Hyderabad Billing (both RC & FLEXI).
Preparing daily MIS reports on timely basis, and daily reconciliation (invoice vs. collections).
Co-ordination with seniors at month end stock reconciliation & MIS reports.
Handling the billing issues of distributors.
Coordinating with the sales coordinators.
Reporting to superiors on daily basis on different issues & resolving the issues on top priority.

SKILLS

• Communication • Good Email writing skills • Troubleshooting • Problem-solving • Strong multitasking and organizational skills • Experience with Microsoft Excel, Word, PowerPoint.

LANGUAGES

English, Hindi, Telugu

INTERESTS

Drawing, Painting, Listening Music

AWARDS

- **Awarded as Best Agent – Performance for RPC –** 04 Apr 2018
Support Chat, Sitel india Pvt Ltd
- **Awarded as Best Agent – Support Chat,** 06 Aug 2019
Sitel india pvt Ltd
- Awarded as Best Agent – Sales Chat, Sitel india Pvt Ltd** 10 Nov 2021

DECLARATION

Thank you for your time and consideration. I look forward to meeting with you to discuss my application further.

T.P. Praneeth kumar
Hyderabad