

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 Sitel 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 – Support Chat**, *Sitel india Pvt Ltd* 04 Apr 2018
- **Awarded as Best Agent – Support Chat**, *Sitel india pvt Ltd* 06 Aug 2019
- 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