

ROHITH KUMAR VALIKALA

7207997425, valikalarohithkumar@gmail.com, KADAPA-ANDHRA PRADESH

CAREER OBJECTIVE:

To be associated with an esteemed and progressive organization, which would provide me best opportunities to utilize my knowledge to contribute to the growth of the organization and induce personal and professional growth.

EDUCATIONAL QUALIFICATION:

B.TECH (BACHELOR OF TECHNOLOGY)

MAY - 2019

ELECTRONICS & COMMUNICATION ENGINEERING

KORM COLLEGE OF ENGINEERING, Kadapa, Andhra Pradesh

(PERCENTAGE : 81.44) JNTU-ANATAPURAM

INTERMEDIATE (XII Class)

JUNE - 2015

Maths, Physics, Chemistry

Narayana Jr. College, Kadapa, Andhra Pradesh

(PERCENTAGE : 92.5), AP Intermediate Board

SSC (X CLASS)

JUNE - 2013

Sankar EM High School, Kadapa, Andhra Pradesh

(CGPA : 9.3), AP SECONDARY BOARD OF EDUCATION

PROFESSIONAL SUMMARY:

- 1.5 years of experience in serving as a Telesales Associate.
- Worked in 24 x 7 support environment.

WORK EXPERIENCE:

Telesales Associate (Inside Sales – B2C)

April 2021 – Sep 2022

RS TELEBRANDS | Kadapa, Andhra Pradesh

Job Description:

- Interacting with the customer over telephonic calls.
- Educate the customers about the product and create interest to buy the product.
- Ability to handle customer issues and resolve the customer queries.

Tele-Associate Management

Oct 2022 – Present

IndiaMART InterMESH Limited (Remote-WFH)

Job Description:

- Voice –based calling process and data entry.
- Studying the assigned seller's profiles.
- Calling the seller's to collect the business-related details and update them in the seller's catalogue.
- Verifying the information that is already updated in their profiles.
- Educating clients about the benefits of the free service for his/her business growth.
- Answering the seller's(customers) queries.
- Disposing the call with appropriate reason codes based on the conversation with respective customers.

SKILLS:

- Ability to use MS-Excel proficiently
- Polished and professional telephone demeanor
- High attention towards customer in detail
- Excellent communication skills (written and verbal)
- Microsoft Office/Suite proficient (Excel, Outlook etc.)
- Ability to build strong Customer Relationships
- Great interpersonal skills
- Highly organized, enthusiastic and self-motivated
- Able to multitask efficiently and effectively
- Ability to meet deadlines in time.

PERSONAL DETAILS:

Name	:	Rohith Kumar Valikala
Father's Name	:	Subbarayudu Valikala
Date of Birth	:	06/09/1997
Nationality	:	Indian
Languages Known	:	English, Telugu
Hobbies	:	Reading posts in LinkedIn, writing blogs

DECLARATION:

I hereby declare that the details furnished above are true to the best of my personal knowledge and belief and I bear the responsibility for the correctness of the above mentioned information.

V. Rohith Kumar