

RESUME

BONAKALA HARIKRISHNA

U 11/24, U Block

DLF Phase 3, Sector 24

Gurgaon, Haryana

Email Id: harishbalidhan44@gmail.com

Mobile no: +91 9337696802_

OBJECTIVE:

To obtain a challenging position in an organization, which offers challenges and growth opportunities and a scope to enrich my knowledge and skills thereby contributing to the organization's development.

EDUCATION:

2017 - Schooling from ZPHS School, Birlangi, Ichchapuram, Andhra Pradesh.

Board: The Board of Secondary Education, Andhra Pradesh.

2019 - Intermediate from Adithya Jr.College, Ichachapuram, Srikakulam, Andhra Pradesh.

Board: Board of Intermediate Education, Andhra Pradesh.

WORK EXPERIENCE:

August 2022 – August 2023

BILL GOSLING OUTSOURCING PRIVATE LTD (GURGAON) (Process Executive)

- Delivered exceptional customer service by addressing a wide range of financial inquiries, providing solutions for account-related issues, billing inquiries, and disputes.
- Handled and tracked customer requests for account changes, cancellations, and reinstatements, ensuring timely and accurate processing.
- Educated customers on the company's financial products, policies, and procedures, enabling them to make informed decisions about their accounts.
- Managed and escalated complex cases to senior management for resolution, ensuring customer satisfaction while adhering to company policies.
- Maintained comprehensive case documentation to ensure compliance with industry regulations, including the Fair Credit Reporting Act (FCRA) and guidelines from the Consumer Financial Protection Bureau (CFPB).

Across Assist (Process Executive) Sep 2023– Nov 2024

- Provide drivers access to emergency services during breakdowns or mishaps.
- Serve as the first point of contact for emergency reports.

- Coordinate with dispatch to send appropriate services (towing, medical, etc.).
- Advise individuals on safety, secure location, or first aid while waiting for help.
- Maintain accurate records for follow-up and analysis.
- Assist with further inquiries, such as insurance claims or vehicle recovery.

SKILLS:

- MS OFFICE. (MS WORD, MS EXCEL and MS POWERPOINT)
- Handling tools (ICORE, TAURUS and JUMIO).

HOBBIES:

- Gardening
- Cooking,
- Playing games,
- And watching movies etc.

LANGUAGE:

- ENGLISH, HINDI, TELUGU and TAMIL

STRENGTH:

- Strong self-confidence
- Excellent communication and interpersonal skills
- Positive mindset
- Adaptable to change
- Diligent and hardworking

DECLARATION:

I hereby confirm that the information provided above is accurate to the best of my knowledge, and I take full responsibility for its correctness.

Date:

(_____)

Place:

Name: Bonakala Harikrishna