



Mahesh Ramesh Jalla

Current location :- Abu Dhabi, UAE.

Relocation:- Open to relocate anywhere in UAE

Looking For New Opportunities In UAE

Work Experience

Company Name:- TELEPERFORMANCE

Tenure:-20-July-2021 to 19-Nov-2022

Designation:- CUSTOMER SERVICE EXECUTIVE

Location:-Land Mark IT Park, Near Maxus Mall, Bhayander (West), Mumbai, Maharashtra-401101, India.

- Working within a team of support analysts to handle customer requests (via email, telephone)
- Responsible for the management/Co-Ordination of all assigned calls and tickets through timely & accurate updates.
- Handle complex and difficult customer issues to achieve prompt resolutions.
- Identifying and managing the appropriate priorities and required actions (e.g. Escalation)
- Plan work, set priorities and respond to pressure and deadlines.
- Database management (MIS / Spreadsheet)

Educational Qualification

<i>Degree</i>	<i>Year</i>	<i>Board / university</i>	<i>Institution</i>	<i>Grade / Points</i>
BCA	2019	Tilak Maharashtra Vidyapeeth University	Navi Chandra Mehta Information Technology	B+
BBI	2020	Mumbai University	Khar Education Society College Of Economics	7.68

Personal Details

Name : Mahesh Jalla.

Date of Birth : 10th December 1998.

Gender : Male.

Marital Status. : Single.
Permanent Address : Room No. 1, Shastri Nagar,
Hanuman Temple,
Bhayander (West), Thane: 401101.
Languages Known : English, Hindi, Telugu, Marathi.
Passport No. : W7213697.
Contact No. : +971 561243271
Nationality : Indian.
Email Id : mahesh.jalla8286@gmail.com

Information About Computer

- Familiar with Window XP/7/8/Vista, Microsoft Word/Excel, Advance Excel, Outlook, Internet and other basic skills of computer, Typing speed fast.
- C++ , Java, SQL, Oracle, HTML

Hobbies

Watching Movies, Playing Football and Listening Music, Dancing.

Declaration

I hereby declare that the above mentioned information is true to the best of my knowledge.