

P.SURYA VAMSI

Business Process Management and Telecom operations. Proficient in managing end-to-end documentation, data verification, and CRM systems while maintaining high standards of accuracy and SLA compliance. Adept at navigating complex workflows and committed to delivering excellence in a fast-paced MNC environment. A reliable team player with excellent problem-solving skills and a strong commitment to organizational goals and shift flexibility.

SKILLS

- Data Accuracy & Management: High-speed data entry with a focus on zero-error documentation.
 - Telecom Process Knowledge: Expertise in billing cycles and invoice auditing (based on Optus experience).
 - SLA Compliance: Consistently meeting strict turnaround times and productivity targets.
 - Digital Communication: Professional email and chat etiquette for international client support.
 - Analytical Skills: Identifying discrepancies in data and providing process-based solutions.
 - Information Security: Maintaining strict confidentiality of sensitive corporate data.
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EDUCATION

Bachelor of Science(BSC)

Andhra University

2016 - 2019

EXPERIENCE

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December 2023 - July 2024

- Process Execution: Managed end-to-end digital interactions for the Optus (Telecom) process, ensuring high accuracy in request processing.
 - Resolution Management: Resolved complex billing and technical inquiries via chat/email while maintaining strict SLA (Service Level Agreement) standards.
 - Data Integrity: Validated customer account details and service records to ensure all information in the CRM was accurate and compliant.
 - Quality Standards: Consistently achieved high Quality Assurance (QA) scores by following professional communication guidelines and process protocols.
 - Analytical Support: Identified recurring service issues and provided effective solutions, reducing the need for repeat customer interactions.
 - Client Coordination: Followed up on pending cases and collaborated with internal teams to ensure 100% resolution within target timelines.
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CONTACT

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