

Tadivaka Yamini

Annojiguda Ghatkesar Hyderabad Telangana 501301
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Objective

To secure a challenging role to put forward my knowledge and innovative skills in a reputed company for their success and as well as to enhance my knowledge in building up my career.

Experience

- 247 ai** 17-May-2023 - 15-April-2024
Digital Interaction Advisor
Provided exceptional customer support to US AT&T client resolving service and billing issues efficiently.
Respond to customer inquiries via phone, and chat promptly.
Assist customers with account setup, upgrades, and cancellations.
Guide customers through product features and troubleshoot technical problems.
Handle multiple customer requests while maintaining patience and professionalism.
Stay updated on AT&T's latest products, plans, and policies.
Meet daily and weekly performance targets.
- IVY Compotech (Entain India)** 29/4/2024 - 30/7/2025
Operations - risk & Customer Support
Monitored user transactions to detect fraud like fake payments, chargebacks, and unauthorized purchases.
Investigated suspicious login activity, account takeovers, and in-game cheating or bot usage.
Worked with engineering and support teams to improve fraud detection and resolve user issues.
Ensured compliance with KYC and AML guidelines; verified customer identity documents.
Created reports on fraud trends and suggested ways to improve security systems.
Handled customer inquiries via live chat and email for gaming and sports betting platforms.
Supported mostly UK-based international clients.Used Zendesk to quickly resolve issues related to deposits, withdrawals, and technical problems.
Ensured data security and compliance in all customer interactions.

Education

- Nalla malla reddy engineering college** 2022
Btech
6.3
- Samskruti College of Engineering and Technology** 2019
Diploma
79
- Holy faith grammar high school** 2016
SSC
92

Skills

- Communication
- Time management
- Leadership
- Customer service emails,chats and calls
- Typing Speed (50WPM)
- Microsoft office (word,Excel and power point)
- Database Management
- Team work

Languages

- Telugu
- English
- Hindi

Declaration

- I hereby declare that the above furnished details are genuine, authentic and can be verified at any point of time.

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