

Career Objective

Driven by passion to work at my best ability. An individual seeking a rewarding career in a healthy work environment that offers rapid professional and personal growth.

PROFESSIONAL EXPERIENCE:

IVYCOMPTECH PVT LTD

January 2025 to April 2025

Responsibilities as Customer support professional

- Played a key role in UK based enhancing fraud detection mechanisms, reducing risks associated with digital transactions in online gaming
- Conducted risk assessments to identify potential threats to customer accounts betting transactions
- Assisted in implementing security measures to protect customer funds.
- Collaborated with customer support teams to resolve high- risk cases efficiently gaming Bet queries.
- Assisted in implementing security measures to protect customer funds
- Worked on Oracle application called Entain for verifying customer information.
- Delivery to handle exemplary working skills by resolving and reviewing the tickets daily 120
- Investigated and resolved customer complaints related to risk concerns Before estimated of they 15 minutes time.

SITEL India private limited

June 2023 to July 2024

Responsibilities as Customer support professional

- Audit finance related transactions across different countries (EMEA, APAC, US, MID EAST ASIA, CA).
- Monitoring for any fraudulent financial transactions (KYC - AML, Sanctions, Follow - up, Riskified, compliance, ID – holds, 7 days cancelation, EMEA 10K Process)
- Research, Report and Escalate suspicious activities to the relevant departments.
- Remedied issues quickly and within parameters of company – mandated policies and procedures.
- Investigated and resolved accounting, service, and delivery concerns.
- Maintained up-to-date Knowledge of product and service changes.
- Worked for client called JP Morgan banking & Wells fargo Money for verifying customer information.
- Delivered exemplary working skills by resolving and reviewing 180 transactions per day.

Responsibilities as Technical chat support professional

- Provided support to HP External printers commercial account end-users across European countries Italy & Spain Asia-Pacific via Chat and email.
- Provide timely and effective resolution to all product-related technical issues experienced by clients. Handled complex technical issues in troubleshooting issues for printers and document solutions.
- Provided remote infrastructure support and performed problem cause analysis. Monitored backlog tickets to meet the Service level agreement.
- Analyzed and prioritize case wise resolutions and involved the Incident management team to declare a global issue if and when necessary.
- Collaborated with colleagues and other internal organizations to provide superior customer service.

Responsibilities as a Senior Associate

- Responsible for the creation of Google route maps for different countries and the companies supporting Google.
- Troubleshooting bugs with-in the required time.
- Analyzing the data shared by the onsite team to create the exact route on the maps.
- Using multiple tools and applications for the process to run in a smooth and efficient manner.
- Worked with Volvo & Volkswagen to create and install the route map technology for their automated cars.
- Efficient with Microsoft tools for keeping a track on day-to-day activities.
- Created flowcharts to present new ideas for better application runs to our foreign clients.
- Worked with Audit teams in teams of keeping the process up to date.

Functional consulting

- Expertise in implementing and customizing SAP Fico modules to optimize financial accounting and controlling functions.
- Skilled in analyzing complex issues, providing technical support, and collaborating with cross-functional teams to translate business requirements into system design.
- Proficient in delivering training and guidance to end-users for eminent utilization of SAP Fico functionalities.
- Developed and implemented innovative strategies to improve client satisfaction and retention.
- Analyzed market trends and competitor activities to identify opportunities for business growth.
- Collaborated with cross-functional teams to streamline processes and enhance operational eminency.
- Delivered presentations and reports for senior management, highlighting key performance metrics and recommending strategic actions.
- Excellent analytical skills and a quick learner with a desire to work in a team-oriented environment.

Achievements and certifications

- Recognized and rewarded for all the contributions towards the new hires by teach back sessions.
- Mentoring junior associates by creating the process charts and SOPs.
- Recognized for building excellent associate and client relations.
- Awarded as “Champion” of the team for process improvements. Exceeds expectations within 6-8 months of joining.
- Drove quality assurance (QA) from an average of 85% to 95%
- Was given additional responsibilities with the daily task for being supportive and helpful for the team members.
- Awarded for Good quality performance of the year-2023
- Certified SAP Fico

Tools/Applications

- MS Office – Excel and power point presentations
- Linux
- Tally ERP
- Oracle Applications
- Glinux application for route mapping
- SAP Fico modules

EDUCATIONAL QUALIFICATIONS

Examination	Institutions / Board	Year	%
B.COM	GITAM	2017-2020	78
Intermediate	National Institution of Economics and Civics	2015-2017	70
SSC	St. Patricks	2015	65

Place: Hyderabad (Telangana)

Date:

Rohan Yeligeti