

BODHU DURGESH

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PROFESSIONAL SUMMARY:

A competent and highly motivated Customer Service Professional having 6+ Years' Experience In **ITES companies** and 2+ Years' Experience in **Digital Marketing** with customer support expertise and deep passion for helping others.

Seeking an opportunity and position that will benefit from my customer service experience, Positive Interaction skills where my experience can improve the customer satisfaction.

WORK EXPERIENCE:

Working as a Website Designer in **MIND HUNTZ DIGITAL SERVICES PVT.LTD**

From 24-08-2022 to till date.

Job Roles & Responsibilities:

- ✓ Maintaining the website with good content and we design the website as per the Client's requirements.
- ✓ Worked for the different word press themes in Main Domains and Sub-Domains.
- ✓ Worked on word press different plugins and different tools for website themes.
- ✓ We maintain the track of website traffic on Google Analytics and Google search console.
- ✓ Maintaining weekly and monthly SEO-traffic reports.
- ✓ Drive traffic to company pages and generate interest in company products and services.

WORK EXPERIENCE:

Worked as a Digital Marketing Specialist in **THE CORPUS GROUP PVT.LTD**

From 19-07-2021 to 15-08-2022

Job Roles & Responsibilities:

- ✓ Managing the SEO activities for multiple websites. We perform the keyword research, optimization and submission of company web properties to all major search engines.
- ✓ Identify the top keywords rankings for competitors.
- ✓ Handle the on-page, Technical SEO and off-page activities.
- ✓ Builds and presents the analytical reports, site audits, keyword analysis reports and competitive analysis reports.
- ✓ Optimization for long driven and competitive keywords to gain maximum leads and increase traffic.

WORK EXPERIENCE:

Worked as a Senior Associate in **CONCENTRIX PVT.LTD** from 16-03-2020 to 14-07-2021.

Job Roles & Responsibilities:

- ✓ Worked for the You-tube Video's Process (Harmful Dangerous & Minor's).
- ✓ We receive any emails from the client related to termination videos then we will terminate the videos permanently and send final report to the client.
- ✓ If Video's are fine to watch then we will approve that video's and send the final report to the client.
- ✓ We set the different codes to the assigned videos and we send the final report to the client along with the coding's.

WORK EXPERIENCE:

Worked as a Senior Associate in **SUTHERLAND HEALTHCARE SOLUTIONS PVT. LTD.** from 02-06-2014 to 09-05-2019.

Job Roles & Responsibilities:

- Work with one of the Health Care project with US Client, to verify the provider complete information and claims processing for providers.
- We directly interact with the clients regarding process related issues, we get escalations & emails from the clients and we supposed to solve the escalations and send a clear report to the clients on time.
- We work in QA region before code moves to production and we test applications called Apex, SQUIDS, Agile, SharePoint and PEGA.
- We pull our testing works using Agile, while working if we face any errors we raise a clarification with defect template in SharePoint.
- Once the testing completes we verify the updates in Mainframes and we check whether all updates got updated correctly in Share point applicatio

ACADEMIC QUALIFICATIONS:

MBA (Marketing)

ST. John's PG College, Changicharla, R.R District.

B.Sc. Computer Science

Dr.BR Ambedkar Degree College, Baghlingamply, Hyderabad

Board of Intermediate (MPC)

Govt. junior college-Kachiguda, Hyderabad

State Board of Secondary Education

Navodaya High School, Uppuguda, Hyderabad

PERSONAL SKILLS:

- ✓ Strong Interpersonal communication skills.
- ✓ Problem analysis and problem solving.
- ✓ Organizational skills and customer service orientation
- ✓ Adaptability and ability to work under pressure.
- ✓ Ability to work with varied categories of people in any environment (Team work)

COMPUTER SKILLS:

- ✓ Operating Systems : Windows, DBMS
- ✓ Packages : MS Office, C, C++(Basics), HTML, SEO, Digital Marketing.

PERSONAL PROFILE

Name : Bodhu Durgesh
Father's Name : Late. B Dasharath
Nationality : Indian
Date of Birth : 10th March 1988
Sex : Male
Marital Status : Single
Languages Known : English, Telugu & Hindi
Permanent Address : H No: 18-3-508/153/D, Shivaganga Nagar, Chatrinaka,
Uppuguda, Hyderabad - 500058.

DECLARATION:

I hereby ensure that the above-furnished information is true to the best of my knowledge.

Date:

Place: Hyderabad

Bodhu Durgesh