



Sai Suneel Reddy

Tamalampudi

📞 9666152439

✉️ sunilamity22@gmail.com

📍 HYDERABAD, India 500090

SUMMARY

Dynamic and results-driven Senior Sales Consultant with extensive experience in providing immigration and visa services for Canada, Australia, the USA, the UK, Germany, and other countries. Skilled in client consultation, visa application processes, sales generation, and relationship management. Seeking to leverage expertise to contribute to a reputable immigration consultancy firm.

SKILLS

- Excellent communication and interpersonal skills
- Proficient in customer relationship management (CRM) tools
- Extensive knowledge of Canada, Australia & UK Counseling Techniques.
- Problem-Solving
- Time Management
- Confident communicator
- Service-orientated

HOBBIES AND INTERESTS

- Listening to Music
- Playing and Watching Cricket
- Cooking
- Watching Movies
- Travelling

DATE OF BIRTH

- 22nd May 1993

MARITAL STATUS

- Married

EXPERIENCE

09/2020 - Current

Senior Sales Consultant

V-Symphysis Consultancy | HYDERABAD

- Conducted detailed client consultations to understand their immigration and visa requirements, providing tailored solutions and guidance.
- Assisted clients in obtaining Permanent Residency (PR) and Labor Market Impact Assessment (LMIA) for Canada, as well as Permanent Residency (PR) for Australia.
- Facilitated the application process for Study Visas (F1) and B1/B2 Tourist Visas for the USA, Schengen visas.
- Advised clients on the requirements and application process for Skilled Worker Visas in the UK and Job Seeker Visas in Germany.
- Provided comprehensive assistance for Schengen Visas, ensuring compliance with European Union immigration regulations.
- Guided clients through the application process for Visit Visas to the UK, Canada, and Australia, addressing their inquiries and concerns.
- Identified sales opportunities and developed strategies to achieve sales targets, resulting in an increase in revenue.
- Built and maintained strong relationships with clients, ensuring a high level of satisfaction and repeat business.
- Stayed updated on immigration laws and regulations across multiple countries, sharing knowledge with clients and team members.
- Collaborated with internal teams to streamline operations and enhance the client experience.

09/2016 - 03/2020

Customer Relationship Expert

Bankbazaar.com | Chennai

- Provided personalized assistance to customers, addressing inquiries and resolving issues.
- Identified opportunities for upselling and cross-selling financial products.
- Monitored market trends to make recommendations for product enhancement.
- Responded to customer emails with accurate, professional replies.
- Maintained working knowledge of available products and services for enhanced customer service.
- Remained calm under pressure to handle customer complaints and solve problems.
- Listened to clients to identify requirements and prepare accurate tickets for further action.
- Handled incoming telephone calls promptly to minimize customer waiting times and enhance customer satisfaction ratings.
- Followed-up on customer interactions to provide further support.

05/2014 - 08/2016

Customer Support Associate

Tech Mahindra | Chennai

- Assisted customers with technical issues and product queries, ensuring a positive experience.
- Achieved high customer satisfaction ratings through effective communication and problem-solving skills.
- Established warm and friendly rapport whilst interacting with customers by phone, email and on live chat.
- Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment.
- Addressed customer service enquires quickly and accurately.

EDUCATION

2014
Srinivasa Institute of Engineering and Technology | Amalapuram, AP
Bachelors of Technology: Computer science and Engineering

2010
Narayana junior College | Rajahmundry, AP
Certificate of Higher Education: MPC

2008
Siddhartha English Medium High School | Ravulapalem, AP
A-Levels: SSC

LANGUAGES

Telugu: First Language

Hindi : C2
■■■■■
Proficient

Telugu: C2
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Proficient

English: B2
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Upper intermediate