

# Rhith Yenumula

Ph No:+91-8463918055

Email ID: [rohithyenumula21@gmail.com](mailto:rohithyenumula21@gmail.com)

## Career objective

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me as a fresh graduate to grow while fulfilling organizational goals.

## Educational Qualifications:

COURSE	INSTITUTION/UNIVERSITY
Intermediate (C.E.C)	GBHS College Kachiguda
SSC	Bharathi Vidhya Bhavan High School

## PROFESSIONAL EXPERIENCE:

**Company: Eduvanz Financing pvt ltd (EDUCATION LOANS)**

**Role: Business Team Member RM (17<sup>th</sup> November – 2022 - 17<sup>th</sup> August - 2023 )**

### Responsibilities:

- Managing relationships with customers.
- Generating new customers
- Identifying and communicating customer needs.
- Ensuring customer satisfaction.
- Resolving customer issues and concerns.
- Developing and implementing marketing strategies to grow the customer base.

**Company: Starpowerz Human Resources Private Limited (DSA BANKING PERSONAL LOAN)**

**Role: Team Leader (April 2018 – August 2022)**

### Responsibilities:

- Managing the team effectively to ensure achievement of target and performance.
- Training the new employees in the voice process as well as in the technicalities of the product to provide support to customers.
- Supporting customers by emailing and online chats by giving them technical solutions.
- Documenting problems of a particular product in large numbers & reporting to company and concerned department.
- Study the functionality and business process changes and suggest necessary actions to be taken and training to be provided to the team members.
- Socialize the changes in business processes and organizational design.
- Ability to produce the best result in pressure situations.

**Company: Starpowerz Human Resources Private Limited (DSA BANKING PERSONAL LOAN)**  
**Role: Tele Caller (March 2017 - March 2018)**

**Responsibilities:**

- Outbond calling for loan requirements.
- Initiating sales with potential customers over the phone.
- Listening to the customers' for generating sales.
- Answering customers' queries on loans.
- Document Verification.
- Asking inquiries to interact with customers and keep the speech communication going.
- Attending escalation calls apart from taking normal calls.
- Attending daily, weekly and monthly targets specified by the process.
- Adhering to the schedule as prescribed by the TL.
- Providing feedback to the process manager at the end of the day.

**Company: Touch Me Services (IDEA DSA)**

**Role: Data Entry of Customer (April 2016 – February 2017)**

**Responsibilities:**

- The duties of a Data Entry achieving an organization's goals by completing the necessary tasks.
- They are also responsible for complying with data integrity and security policies, printing and scanning files and generating reports.
- Determining the needs of the client.

## **Technical Skills**

- Microsoft Word, Excel, PowerPoint.

## **Personal Skills**

- Effective communication.
- Organizing Skills.
- Team Player.
- Self-Motivated.

## **Sports**

- Running
- Cricket

## **Strengths**

- Group Facilitating.

- Hard working.
- Quick learner.
- Good communication skills.

## Personal Information

---

Fathers Name : Y. Babu Naidu

Date of Birth : 21-07-1999

Languages Known : English, Hindi & Telugu

Address for correspondence : 7-2-79 to 83, Sajjanlal Street, Monda Market Road,  
Secunderabad – 500003, Hyderabad District.

Nationality : Indian

## Declaration

---

I hereby declare that the above written particulars are best of my knowledge and belief.

**Place:** Hyderabad

**Date:** (Y.Rohith)