**VamsiKrishna Konjeti**

Date of Birth: 5thMay, 1986

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## Permanent Residential address : 502, Shanti Bhuvan, Nadiadwala Colony (2), Off S.V.Road, Malad (W),

## Mumbai: 400-064

Banking & Finance - Marketing

**Business Exposure**

**DCB Bank Ltd.** (Jan 2013 – till date) 29 *months*

* Customer Service Manager : Assisting & resolving customer query across the counter and help them with proper investment options, looking after inward-outward clearing, maintain Locker register, prepare monthly reports, handle customer complaints, handle cash in absence of cashier, acquire CASA / TD from existing portfolio and sell 3rd party insurance products.
* First in Quarter 4 of FY 2013-14 amongst 232 executives.
* Amongst Top 25 executives list in Quarter 1 of FY 2013-14

**CITI Bank** (April 2012 – Jan 2013) *9months*

* Customer Service Executive : Assisting Credit Card Customers & Cross Selling of Loans & Bank Accounts
* Awarded for Good quality score with zero defects.

**Tech Mahindra Business Services Ltd** (Nov 2010 – April 2012) 29 *months*

* Client Retention Executive: Retention of Existing Clients & Advising them on their Queries & Complaints
* First in achieving targets within 6 months of Joining amongst 61 executives.

**Wipro BPO** (Aug 2009 – Oct 2010) 13 *months*

* Team Support Executive (L2): Handled a team of 15. Supervise floor by offering them adequate support and manage escalations.
* Promoted to next level in the 2nd month of Joining.

**M. R. Systems - Vodafone DSA** (July 2006 – July 2009) 37 *months*

* Sr. Back Office Executive: Handling & Processing New Forms and Handling Customer Issues.
* Entirely managed various units and resolving customer complains on time.

**Andromeda - Vodafone Customer Care** (Feb 2006 – July 2006) *6 months*

* Customer Care Executive: Handling and Resolving Customers queries and complaints
* Ensure requests are completed in the given time frame.

**M. R. Systems - Vodafone DSA** (Jan 2005 – Jan 2006) *13 months*

* Tele Marketing Executive: Marketing and Sales of Vodafone Postpaid sim cards.

**Balaji Trading Company** (June 2004 – Dec 2004) *6 months*

* Trainee Accountant: Interned at this company as an accountant. Maintaining Books and ledgers were the main objective of this internship.

#### Education

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| --- | --- | --- | --- |
| EXAMS | YEAR OF PASSING | CLASS | UNIVERSITY / BOARD |
| S.S.C. | March 2002 | II nd | Maharashtra State Board |
| H.S.C | March 2008 | II nd | Mumbai University |
| T. Y. BCOM | March 2011 | Pass Class | Mumbai University |

#### Certifications

* Completed Computer Hardware course from St. Angelo’s Computer Education Institute.
* Completed Basics & Networking Course from St. Angelo’s Computer Education Institute.

#### Life Insurance Certification from Insurance Regulatory and Development Authority.

* Mutual Fund Certification from National Institute of Securities Markets.

**Extra-Curricular Activities& Interests**

* Organized events for societies consisting of 20+ buildings,Cricket and Music

**Languages**

English, Hindi, Marathi, Telugu and Gujarati