

SUBASH KOVVURI

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SUMMARY

With experience as a **Customer Banking Specialist at Commonwealth Bank**, I have developed **strong customer service, problem-solving, and analytical skills** that directly contribute to operational efficiency and customer satisfaction. Handling diverse customer inquiries in a high-pressure financial environment has strengthened my ability to **manage complex issues, analyze data-driven solutions, and deliver results with precision and attention to detail.**

In any role, these skills translate into **effective stakeholder communication, process optimization, and a customer approach** whether streamlining supply chain operations, enhancing IT systems, or improving business workflows. My ability to adapt to evolving challenges, work cross-functionally, and leverage technology for efficiency makes me an asset in driving innovation and operational success.

Currently pursuing a **Bachelor of Commerce at Curtin University**, I integrate academic insights with real-world problem-solving, further strengthening my ability to make data-informed decisions and contribute to business growth. I am eager to apply this blend of **customer service expertise, analytical thinking, and process improvement mindset** to deliver value and drive results in my next role.

EDUCATION

Bachelor of Commerce (Currently Studying)
Majoring in Supply Chain management and Logistics
Curtin University

2023 – 2025

Darling Range Sports College
High School Diploma

2021

- Student Council
- Coder Of the Year

EMPLOYMENT HISTORY

Customer Banking Specialist
CommBank Australia

November 2024 – Till Now

Everyday Banking Specialist
CommBank Australia

March 2024 – October 2024

- Managed high-volume transactions, **processing 50+ applications daily** with 99% accuracy.
- Support customers at all life stages—from opening their first account to buying a home or planning retirement.
- Conduct in-depth customer conversations to understand and address banking needs, including Home Loans, Business Banking, and Financial Advice.
- Process credit product applications and assist with account maintenance and general enquiries.
- Perform Financial Health Checks to assess customer needs and offer tailored solutions.
- Educate customers on in-branch technology and digital banking options for enhanced accessibility.
- Problem-solve effectively while championing risk-averse practices, processes, and procedures.
- Leverage customer service experience in financial services, retail, or hospitality to deliver exceptional outcomes.
- Demonstrate excellent communication skills by simplifying financial terms for customers.
- Work in a fast-paced, retail-driven environment with a focus on customer-centric solutions.

-Support Indigenous inclusion initiatives through networking and professional communities within CommBank.
Motivated by making a positive impact on customers' financial journeys and contributing to their success

Specialist

Apple Booragoon

Aug 2023 – March 2024

- Engages with customers in Apple retail stores, providing exceptional customer service and assistance in product selection.
- Possesses in-depth knowledge of Apple products, including iPhones, iPads, MacBooks, Apple Watches, and accessories, to effectively educate and advise customers.
- Demonstrates strong sales skills by actively promoting Apple products, addressing customer inquiries, and closing sales to meet or exceed sales targets.
- Provides basic technical support and troubleshooting assistance to customers regarding Apple devices and software.
- Builds rapport with customers to understand their needs and preferences, offering personalized recommendations and solutions.
- Assists in maintaining store appearance, restocking merchandise, and ensuring that displays are organized and visually appealing.

Other departments:

- Manages inventory levels by monitoring stock levels, conducting regular inventory counts, and coordinating with suppliers and logistics teams to ensure adequate stock levels.
- Processes customer orders accurately and efficiently, ensuring timely delivery or pickup of products.

Shift Manager

McDonald's Willetton

Apr 2022 – August 2023

- Brought forth customer service skills and a commitment to customer satisfaction.
- Comply with restaurant safety & security standards to ensure a safe working environment for all employees and customers.
- Take responsibility and ownership for ensuring food safety is maintained to the highest standard throughout the restaurant.
- Supervising cash handling, monitoring sales, and ensuring all shift data has been entered labour, waste, and inventory.
- Contacting suppliers and customers if require any assistance.
- Managing and handling heavy-weight equipment and inventory.
- In customer-facing communication and interaction
- Seeking opportunities for personal and professional growth and development within the company
- Developing and implementing training programs for new and existing employees to enhance skills and knowledge.

Administration/Events Member

City of Perth Council

Feb 2021 – Sep 2021

- Administration support to the Lord Mayor and Elected members.
- Coordinated plans and specific event needs with internal personnel.
- Collaborated with leadership and colleagues to coordinate staffing for each event.
- Completed design projects to meet budget, equipment, performance, and legal requirements.
- Outlook, Microsoft Word, Microsoft Teams, Microsoft Excel.
- Organized and prioritized work to complete assignments promptly and efficiently.

KEY SKILLS

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|-------------------------------------|-----------------------|--------------------------|
| • Customer Service | • Cash Management | • Barista |
| • Data Processing | • Inventory Control | • Building Computers |
| • Customer Satisfaction | • Microsoft Office | • Handling Safe and cash |
| • Schedule booking and appointments | • Training colleagues | • Organization |
| | • Time Management | • Following OHS |

COURSES

Operations Management Foundations, (June 2024)

SQL Essential Training, LinkedIn (June 2024)

Shift Manager MDP, McDonald's (July 2022)

Fire Safety Training, McDonald's (JUNE 2022)

First Aid, CBD College (JUNE 2022)

Cert III in Retail, McDonald's (OCTOBER 2021)

Cert II in Business, Fremantle Group Training (SEPTEMBER 2021)

REFERENCES

Shubham Magar
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Commonwealth Bank
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