**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**

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| **Bachelor of Commerce (Currently Studying)** | **2023 – 2025** |

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| Majoring in Supply Chain management and Logistics  Curtin University | |

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| **Darling Range Sports College** | | **2021** |
| High School Diploma   * Student Council * Coder Of the Year |
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**employment history**

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| **Customer Banking Specialist** | **November 2024 – Till Now** |

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| Commbank Australia  **Everyday Banking Specialist March 2024 – October 2024** | |
| Commbank Australia | |

-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

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| **Specialist** | **Aug 2023 – March 2024** |

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| Apple Booragoon | |

-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.

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| **Shift Manager** | **Apr 2022 – August 2023** |

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| McDonald’s Willetton | |

* 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.

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| **Administration/Events Member** | **Feb 2021 – Sep 2021** |

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| City of Perth Council | |

* 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 * Schedule booking and appointments |  | * Microsoft Office * Training colleagues * Time Management | * Handling Safe and cash * Organization * 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**

|  |  |
| --- | --- |
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| |  |  | | --- | --- | |  |  | | Shubham Magar | | | Financial Analyst | | | Western Power | | | [shubham.Magar@westernpower.com.au](mailto:shubham.Magar@westernpower.com.au)  0470226335 | |   Preeya Varghese  Senior Customer Banking Specialist  Commonwealth Bank  0893542633 | |  |  | | --- | --- | |  |  | |
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