

Dasari Naresh

HYDERABAD, TELANGANA, INDIA-500053.

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PROFESSIONAL SUMMARY

- 5 years of experience in Banking and Retail domains with strong experience in technical support of application as well as sales in marketing of banking products and services.
- Excellent knowledge on standard banking procedures.
- Excellent communication skills.
- Hands-on experience in MS-Office, MS-Excel, MS-Power Point.
- Skilled in communicating effectively with excellent customer service and management skills.

EXPERIENCE

Sutherland Global, Hyderabad

Senior Associate

- Conducting Refresher Session.
- Conducting Process Knowledge PKT sessions & Sampling Appeals. All time doubt support.
- One to One connects & Weekly Analysis Conversation with MOD's Collecting MOM & sending report.
- Making sure that my team achieves its quality > 95%.
- Completing the appeal & sampling audits on weekly basis & always making sure that the feedback is Shared to moderators on time.
- Team handling, Auditing, Liv audits & feedbacks.
- Also handling the client call on an immediate basis in a common team group.
- Worked in global support process.
- Escalate complex issues to the appropriate team for further assistance.
- Document relevant information to facilitate efficient issues resolution and further reference.
- Acquire and maintain comprehensive knowledge of our products and service.
- Work in shifts to accommodate different time zones.

Content Moderator:

Moderating the content.

- Meeting all matrices including quality matrix (>95%).
- Content moderator is responsible for user-generated content submitted to an online platform.
- Monitored cases to identify offensive, inappropriate and illegal content, actively removing or Addressing accordingly.

ICICI Gachibowli, Hyderabad

Senior Operations executive

- Providing information to customers on inquiries regarding banking products and services.
- Preparing reports and attending meetings.
- Ensuring that the service of the bank meets customer satisfaction.

HDB Panjagutta, Hyderabad

Senior phone banking officer

- Responsible for promoting financial products and services to customers.
- Opening new accounts, checking account status and maintaining savings account data in the system
- Providing appropriate information , and guidelines on banking policies and regulations to customers.

EDUCATION

Bachelor of Science: Mathematics, Statistics, and Computer Science (MSCS) Nrupatunga Degree College (OU)

- Graduated with 63%.
- Volunteer for organizing various college events.
- Presented a technical paper on C language.

Board of Intermediate (MPC)Nrupatunga Junior College

- Graduated with 57%

Secondary School of Education Sri Saraswathi Vidya Mandir

- Graduated with 63%

AWARDS & RECOGNITIONS

- Appreciation from the Unit Head for my Contribution in sales department.
- RNR Awards for bring good team player.
- Encore award for core value champion.
- Business award for a star performer.

STRENGTHS

- Flexible.
- Time Management.
- Working under Pressure.
- Quick Learner.

HOBBIES

- Playing Cricket.
- Reading Books.

DECLARATION

I hereby declare that all the information furnished above is true to the best of my knowledge.

Place: Hyderabad

Date:

Dasari Naresh