

Jangam Usha Sree

A hardworking and passionate job seeker with strong organizational skills eager to secure a good position. Ready to help the team achieve company goals.

GET IN CONTACT

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PERSONAL DETAILS

- Total Experience 5 Years 3 Months
- Current Location Hyderabad/Secunderabad
- Date of Birth Apr 25, 1996
- Gender Female
- Marital Status Married

TECHNICAL SKILLS

- Technical Support
- Money Handling Abilities
- Stock Management
- CRM
- Zendesk Ticketing
- Complaint Resolution

COURSES & CERTIFICATIONS

- Certificate Of Completion Social Media Management From Great Learning Academy
- Certificate Of Completion Of Financial Accounting From Great Learning Academy
- Certificate Of Completing Digital Transformation By Great Learning Academy

SOCIAL LINKS

- <https://www.linkedin.com/in/usha-shree-4b8392155/>

PROFILE SUMMARY

Professional Customer Specialist motivated to provide highest quality customer experience. Strong administrative and organizational skills. Dedicated to increasing customer satisfaction and retention through efficient and accurate problem resolution.

EDUCATION HISTORY

Post Graduation

Course	MBA/PGDM(Finance)
College	Osmania University
Year of Passing	2018
Grade	8.2/10

Graduation

Course	B.Com(Commerce)
College	Osmania University
Year of Passing	2016
Grade	90%

Class XII

Board	Andhra Pradesh
Medium	English
Year of Passing	2012
Grade	90-94.9%

Class X

Board	Andhra Pradesh
Medium	English
Year of Passing	2011
Grade	85-89.9%

WORK EXPERIENCE

Nov 2021 to Present

Customer Support Specialist at Nowfloats Technologies

Customer Specialist in the Technology and Innovation Department

- Working on App - Zadinga
- Responsible for resolving the tickets received on Zendesk within TAT.
- Used to audit the products to display on the merchant's

website.

- Fixing the bugs or issues for the customers at the primary level, if it's not resolved responsible for raising an Azure DevOps ticket and sending it to the Developers team.
- Played a vital role in getting reviews on Social media platforms like Playstore, Facebook, and Instagram.

Mar 2020 to Jan 2021

Bank Teller at Kotak Mahindra Bank

- Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies.
- Answered customer inquiries regarding account balances, transaction history, service charges, and interest rates.
- Maintained accurate records of customer transactions in line with bank procedures.
- Balanced cash drawer daily and resolved discrepancies to provide accurate data regarding cash flow.

Sep 2017 to Sep 2019

S- 6 level Executive at Karvy Stock Broking

- Assigned online platform leads to all the branches in India through CRM application.
- Handled a Sales team and increased the number of account openings of Mutual funds online and was responsible for making the customers invest via our platform.
- Actively responded to customers' queries and concerns through Zoho chat, Email, Inbound, and Outbound calls quickly and escalated major issues to the manager.
- Generating MIS and reconciliation reports and remaining updates to the process updates and ensuring 100 % quality.

Jul 2016 to Aug 2017

Process Executive at Cognizant Technologies Solutions

- Worked with the project - Voya Financial (Money-In Process)
- Responsible for handling collections, refunds, and issues related to billing and generating invoices through Ipass and Admin server applications.
- Analyzed process flows and identified areas of improvement to increase productivity and reduce costs.
- Identified and resolved process issues to drive optimal workflow and business growth.
- Resolving the escalations and QC2 errors from onshore, provide the same feedback to the team to avoid reoccurrence in the future.