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| **Curriculum Vitae**  **Malepula Sai Shirisha**  **H.no:12-1-493/A/4/3/12,**  **Daibagh,Asifnagar, Email id:mshirisha60@gmail.com**  **Hyderabad-500028. Contact number:9959720892**  **Objective:** To work in a challenging and growing environment to utilize my interpersonal skills to pursue in a rewarding career in professional world.   |  | | --- | | **Work experience** |  1. Worked in **Dealmoney securities private limited** as a Senior Tele Caller from May 2018 to November 2019.   Key Responsibilities   * Making out bond calls to customers and explaining them the Insurance products. * Assisting and address customer inquiries / complaintsthrough telecalls and email support in a timely manner. * Following correct escalation procedures to Line Management and/or Customer Relations * Record details of inquiries, comments and complaints and actions taken * Communicate and co-ordinate with internal departments * Assist management with MIS reports weekly and monthly progress reporting.   1. Worked in **MPN capital services** as a Tele caller Executivefrom November 2016 to March 2018.   Key Responsibilities:   * Handling calls of customers given by the team members and clearing their queries * To generate the leads with team everyday and send them to the field to convert it * into business. * Maintaining customers data daily to have a clear output. * Verifications and documentation of policies after post sales.   3.Working in **Wipro** as a Senior process associate from July 2020 to till date.   |  | | --- | | **Education Qualifications** |  * Completed M.tech(ES)from Global​​ Educationalinstitutionsin year 2015. * Graduation B.tech​​(ECE)from SSJ​​ Engineering ​​college in year 2012. * Intermediate from Narayana ​​Junior ​​College in year 2008. * SSC from Gems ​​High​​ School in year 2006  |  | | --- | | **Professional Skills:** |  * Extensive knowledge / Experience in Microsoft Word, Excel & PowerPoint. * Experienced in working with Excel functions like pivot tables, vLookups, datasorting and filtering.  |  | | --- | | **Strengths** |  * Self-confidence, hardworking and quick learner. * Flexibility to adopt myself to changes. * Capable of working in a group / team.  |  | | --- | | **Personal Profile:** |   **Name** : Malepula Saishirisha  **Husband name**:M.Narsing rao  **Date of Birth** : 25-05-1990  **Gender** : Female  **Religion** : Hindu  **Nationality** : Indian  **Marital Status** : Married  **Languages Known** : English, Hindi,Telugu..  **Declaration:**  I hereby declare that the above-furnished details are true to the best of my knowledge.  Date:  Place: Hyderabad [M.SaiShirisha]) | | |
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