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| **ASHRITHA R** | |
| |  |  | | --- | --- | | Mobile: | +91 8553 689 388 | | E-mail: | Ashritha.ashu527@gmail.com | | |  |  | | --- | --- | |  |  | |  |  | |

**Objective**

To seek good experience in your reputed organisation where I can utilise my skills and knowledge for the upliftment of the organisation as well as my individual career graph.

**Education Qualification**

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| **SPECIFICATONS** | **INSTITUTIONS** | **BOARD** | **YEAR OF PASSING** | **AGGREGATE** |
| B.com | RC College at Palace Road | Bangalore University | 2015 | 61.58% |
| PUC | Govt. PU College | Karnataka State Board | 2012 | 82% |
| SSLC | Govt, High School at Hebbagodi | Karnataka State Board | 2010 | 69.92% |

**Work Experience**

**HDB Financial Services March 2016 - Till Date**

**Phone Banker (Customer Service & Sales)**

**Responsibilities:**

* Build strong relationships with Existing/New Customers, successfully selling the insurance products.
* Participated in social & business activities to promote the business.
* Achieved the cross-sell targets for Loans.
* Generating Leads on the retail asset products – Auto Loan, Home Loan and Personal Loan.
* Provide accurate handling of customer transactions relating to product support and problem resolution.
* Maintaining good service levels and cross sell bank products via call.
* Proficient in handling escalation calls and providing prompt solutions to customers.
* Responsible for servicing customers over phone on various products and services offered by HDFC Bank.
* Handling 80-100 calls on a daily basis.
* Responsible for preparing daily, weekly and monthly reports for the team.

**Soft Skills**

* Verbal and Written communication skills
* MS Office (Word, Excel, PowerPoint)
* Tally ERP 9

**Strengths**

* Team Player
* Adaptability to environment
* Punctuality
* Optimistic Attitude
* Self-Motivation

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| |  |  | | --- | --- | | Date of Birth: | 08.12.1994 | | Age: | 26 years | | Gender: | Female | | Blood Group: | O +ve | | Father’s Name: | Ramesh Babu | | Mother’s Name: | Sujatha | | Marital Status: | Married | | Hobbies: | Watching Motivational Videos,  Listening to music. | | Linguistic Proficiency: | English, Kannada, Telugu, Hindi & Tamil | | Address: | Near Shobha Chicken Center | |  | C.K Nagar, Hosa Road | |  | Electronic City Post | |  | Bengaluru – 560 100 | | Permanent Address: | Near St. Marry School | |  | Hebbagodi, Bommasandra Post | |  | Bangalore – 560 099 | |  |  | | Nationality: | Indian | |  |

**Personal Information**

**Declaration**

I clarify that the information presented in this résumé, is accurate, complete and honest to the best of my knowledge and belief.

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| |  |  | | --- | --- | | Place: | Bengaluru | | Date: | / / | | **ASHRITHA R** |