**RESUME**

BANOTH SUNITHA

Ph.no: 7416472748

Email ID: [sunitha.banoth006@gmail.com](mailto:sunitha.banoth006@gmail.com)

**Career Objectives:**

To work in an organization that provides an environment where my knowledge and potential are optimally utilized and give learning opportunities.

**Professional Experience:**

ICICI BANK PVT LTD with 2.5 years of experience in Business process executive.

SBI LIFE INSURANCE COMPANY with 7 months of experience as a Development manager.

SUTHERLAND GLOBAL SERVICES PRIVATE LTD with 2 years of experience as Senior Associate-CS phone.

**Roles and Responsibilities:**

* Focused customer relations professional skilled in lead generation, customer relationship development and sales. Accomplished in providing unsurpassed support to demanding customers.
* Maintaining a positive, empathetic and professional attitude towards customers at all times.
* Including operating multiple systems to service four customers at once via chat conversation.
* Giving proper resolution by maintaining customer satisfaction and accuracy through chats and emails.
* Responsible for delivering satisfactory customer service via a chat and email conversation and making it still seem personable.
* Remedied issues quickly and within parameters of company-mandated policies and procedures.
* Acknowledging and resolving customer complaints.
* Maintaining records of customer interactions, transactions, comments and complaints.

**Educational Qualification:**

* MBA (Finance) (2015-2017) from Osmania University.
* Bachelor of Science (2012-2015) from Osmania University.
* Intermediate MPC (2010-2012) from Board of Intermediate.
* SSC 2010 from Central Board of Secondary Education.

**Technical Qualification:**

* Microsoft Office
* Type writing
* Html
* Database

**Extra Curricular Activities:**

* Attended various workshops.
* ALEAP Industrial visit from Rishi UBR PG College.
* Presented postal at Shiv shivani Institute of technology.
* Received certificate in Typewriting.

**Strengths:**

* Self motivate
* Good listener
* Ability to quick learn
* Positive attitude

**Hobbies:**

* Listening to music
* Playing games
* Gardening

**Personal Details:**

**Name:** Banoth Sunitha

**Father’s Name:** B Anjya

**Date of Birth:** 06/11/1993

**Marital Status:** Unmarried

**Languages Known:** English, Hindi, and Telugu

**Address:** H.No. 4-7-Od0117, Odf Colony-I, Defence Colony-II, Sangareddy

**Declaration:**

I hereby declare that above mentioned information is true to the best of my knowledge and belief and I bear the responsibility for the correctness of the above mentioned particulars.

Place: BANOTH SUNITHA

Date: