​ RESUME

Radhika. T, ​Email: tradhika77@gmail.com​

10-266, Contact No: 6281668565

Vasanthapuri Colony,

Malkajgiri, Hyd,

Telangana-500047

Objective:

To serve a professionally managed, dynamic organization where I can contribute with my skills and experience for the growth and lend my optimum services. Ability to achieve immediate and long-term goals and meet operational deadlines.

Career Path:

1**. ICICI Bank Limited**, Hyderabad.

Duration​: From 14​-03-2011 to 14​​-09-2016 (5 Years 6 Months) ​

Designation​: Worked as Assistant Manager for Phone Banking Officer’s.

2. **Genpact India Pvt Ltd**, Hyderabad.

Duration : From 04-02-2022 to 04-10-2022 ( 8 months)

Designation: Worked as Process Associate

Roles and Responsibilities:

* Handling the calls of customers and making critical judgment after taking into consideration of customer’s details.
* Taking escalated calls to ensure customer query are resolved effectively at the first point of contact
* Maintaining individual performance data of team members.
* Monitoring the Quality of the Team members’ calls and giving relevant feedback.
* Resolving queries for new team members about the process.
* To communicate procedural changes and updates in the process.
* Maintaining high level of quality in processing the calls.

Achievements

* Awarded as a Power Blaster in ICICI Bank for the year 2012 & 2013.
* Awarded as a Phone Banking Focus Topper for consecutive months from March 2012 to August 2012.

Educational Qualification:

* MBA Finance from Osmania University.
* B.Com (Computers) from Osmania University.
* Intermediate from Railway junior College.
* S.S.C from Vidya Vihar high School, Chilkalguda.

Key Strength

* Time Management.
* Good Planning & Organizing capabilities.
* Quick Learner.
* Good Communication and analytical skills.

PERSONAL PROFILE

Name : Radhika. T

Husband Name: Arun Kumar

Date of Birth : 10-02-1989

Nationality : Indian

Marital Status : Married

Languages known: English Hindi, Telugu.

Declaration:

I hereby declare that the above mentioned information is true and authentic. I shall be very grateful to you if you give an opportunity to serve your organization.

Date:

Place: Hyderabad. (RADHIKA. T)