**K. KRISHNA SRAVANTHI17**

Executive: Customer Delight

Mobile: 6360022493

Email Address: [krishna.sravanthi677@gmail.com](mailto:krishna.sravanthi677@gmail.com)

**CAREER OBJECTIVE:**

To obtain a challenging position in a growth oriented organization that will enable me to utilize my experience and skills for organizational growth and help me reach higher echelons.

**WORK EXPERIENCE:**

Worked as a Customer Support representative in Sutherland Global Services from 17th October 2016 to 30th October 2017

Worked as a Customer Delight executive in Bundl Technologies Pvt Ltd from 16th April 2018 to 16th May 2019.

Worked as an Digital marketing un Vision Art Universe Private Limited from 01- September 2019 21- Jan 2022 as part time.

**ROLES AND RESPONSIBLITIES:**

* Providing accurate and appropriate information in response to customer queries through chat, email and rarely on call.
* Managing chat flow with 3 or more consecutive chats in Queue.
* Completing all the assigned tasks, working overtime as needed.
* Responsible to identify the reason for the customer dissatisfaction and perform analysis on case basis as per predefined guidelines.
* Interacting with various department to provide satisfactory resolution to the customers.

**STRENGTHS:**

* Positive attitude towards work.
* Quick grasper.
* Understanding challenging tasks.
* Ability to work and make decisions with minimal supervision.

**TECHNICAL SKILLS:**

* Application soft : Microsoft –Office family.

**PROJECTS:**

* Internship: Study on Company Profile in Aurobindo pharmacy for 1 month.
* Main project: Study on Online Trading in IIFL for 2 months.

**EDUCATIONAL QUALIFICATION:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COURSE** | **YEAR** | **INSTITUTION** | **PERCENTAGE %** | **SPECIALIZATION** |
| MBA | 2013-2015 | MallaReddy Institute of Technology and Science | 73 | Finance |
| Graduation  ( B.S.C ) | 2010-2013 | M.N.R Degree College | 69.5 | M.P.CS |
| Intermediate | 2008-2010 | NARAYANA Junior College | 65 | M.P.C |
| Secondary-  SSC | 2008 | St. Rita High School | 65 |  |

**PERSONAL DETAILS:**

Name : K. Krishna Sravanthi

Father’s name : K.Venkat Reddy

Date of birth : 21-08-1992

Languages known : English, Telugu, Hindi

Marital status : Married

Permanent address : Flat 302, Bean City Infinity Apartment

13th Cross, Anatha Nagar Phase 2

Electronic City, Bangalore -560100

**DECLARATION:**

I solemnly affirm that the above-mentioned information is true and correct to the best of my knowledge and belief.

I hope I will be considered for a position in your company.

**Date**:

**Place**: BANGALORE

(**K.SRAVANTHI)**