**Saritha Thatipalli**

Mobile: **+91-9550903077** ~ Email: saritha.t1988@gmail.com

**CAREER OBJECTIVE:**

To be associated with an organization, this gives me an opportunity to learn the intricacies of

Professional, where I can enhance my skills and widen the spectrum of knowledge & undertake

Challenging and satisfying assignments which would contribute to the growth of the organization

**Professional Summary**

* An astute professional with over 5+ years of experience in Customer Services as a Relationship manager
* Excellence in demonstrated abilities in devising business plans & strategies for accelerating the business growth productive business relationships, coordinating with decision-makers and building an extensive client base
* Taking initiative to resolving critical issues & leading, training, and adept in maintaining the team bonding spirit, go-getter, high derivable and Open to Learn, People management skills
* Excellent communication and analytical skills that have been honed through managing cross-functional teams

**Skill Set**

* Product Life Cycle Management
* Revenue Generation
* Client Relationship Management
* Team Management
* Strategic Planning & Implementation
* Visionary Leadership
* Business Development
* Campaigning & Execution
* Product Designing & Management
* Marketing Strategies
* Customer Service Operations
* Cross-Functional Communication

**Scholastics**

* B.Com from Osmania University- 2010.
* Intermediate from Board of Intermediate Education- 2007
* S.S.C (Secondary School Certificate) from Board of Secondary School Education-2005

**PROFESSIONAL SYNOPSIS**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | **Organization** | **Designation** | **Duration** | | **Sahati Construction pvt Ltd Hyderabad** | Marketing Manager | Jun 2019 - July 2020 | | **Square Yards Consultant Pvt. Ltd, Hyderabad** | Business Development Manager | April 2018 - May 2019 | | **Aegon Life Insurance Pvt Ltd, Hyderabad** | Relationship Manager | Mar 2017 - Mar 2018 | | **Bajaj Finserv - Hyderabad**  **(Associate of Adecco India Pvt Ltd)** | Assistant Manager | Jun 2015 - Feb 2017 | | **Meru Cabs Pvt Ltd** | Executive (CSE) | Oct 2014 - May 2015 | |

**Key Accountabilities :**

* To Adhere Align & adopt Organization Goals, Vision, Mission and Objectives of the company polices
* Identifying improvement areas & implementing measures to Excellence in service delivery to the customer
* Manage optimisation of business volumes from existing clients, cost Optimization and productivity improvement
* Accountable for meeting the Budgeted Targets, , Retentions and Client relations
* Acting as an escalation gate to resolve customer issuestaking initiative to conduct various training sessions for enhancing the performance and quality, accurate deliverables to customers
* Analyse the company’s business model to identify potential clients & key contacts from the existing database
* Involved in Complaints, Request Management, and keeping tracking of all Customer Complaints generated from Call centres with in SLAto maintain TAT on daily basis.
* Responsible in increasing the revenue by retaining the customers & optimizing the promotions to acquire new customers
* Act as Escalation gate to coordinate with multiple functions to resolve customer disputesInterfacing with various departments for smooth functioning of the business operations
* Frequently Scheduling meeting with High Net worth (HNI), Corporate customers,to cross selling of new Products
* Responsible for up-to-date updates any new communications with clients
* Keeping track of customer service levels and revising and making necessary changes to achieve the service levels in order to increase the profitability of the organisation
* Develop and maintain relationships with the key content partners; drive new business opportunities, and create marketing campaigns for existing services, ensure all sales opportunities are captured and explored
* Leading, training & monitoring the performance of the team to ensure efficiency in process operations & meeting individual & group targets, and creating & sustaining a dynamic environment that fosters development opportunities & motivates high performance amongst Team members
* Generating & maintaining periodical reports of all activities for Centre Head.

**NOTABLE ACHIEVEMENTS**

* Best Service Performance Award received from Aegon Life Insurance

**Personal Dossier**

Date of Birth : 03rd Oct 1988

Present Address : 10-4/b/153, East Maredpally Secunderabad- 500026

Gender : Female

Nationality : Indian

Languages known : English, Hindi, Telugu

Hobbies & Interests : Listing Music, Reading Professional Business Articles

Strengths : Enthusiastic, Responsible, Honest, Dedicated, Hardworking, Good verbal & written Comm skills

T Saritha \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_