# Dinesh Kumar Yavarna

Jatni, Odisha

Phone No. 7989291259

dineshk492@gmail.com

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| Senior Executive Banking Operations | Customer Service | Web Chat | Process Audit | Sales | Insurance |

*More than 4 years of experience in banking and telecom sectors, having skills in banking, customer operations, audit, sales and web chat services.*

**Objective**

Seeking a position in a service based company where I can utilize my skills and abilities which offers professional growth.

**Professional Experience**

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| **Senior Executive** | Vodafone Shared Services India | Ahmedabad, India | **November 2018-Present day** |
| **Executive(International Customer Operations-UK)** | Vodafone Shared Services India | Ahmedabad, India | **October 2017-October 2018** |
| **Assistant Manager** | ICICI Bank Ltd. | Hyderabad, India | **April 2016 - March 2017** |
| **Senior Officer** | ICICI Bank Ltd. | Bihar Sharif, India | **November 2014-March 2016** |
| **Customer Service Officer** | ICICI Bank Ltd. | Bihar Sharif, India | **September 2013– November 2014** |

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| EDUCATION |  |  | |  | |
| QUALIFICATION | INSTITUTE | BOARD | YEAR | | SCORE |
| **Matriculation** | Kendriya Vidyalaya, Khurda Road | C.B.S.E. | 2006 | | 65% |
| **+2 Science** | Kendriya Vidyalaya, Khurda Road | C.B.S.E. | 2008 | | 60.8 % |
| **Bachelor of Technology (Applied electronics and instrumentation engineering)** | Mahavir Institute Of Engineering & Technology, BHUBANESWAR | B.P.U.T., ODISHA | 2008-2012 | | 6.9 CGPA |

### APPLICATION KNOWLEDGE

* Operating System: Windows.
* Application Package: MS Office.

**LANGUAGE PROFICIENCY**

* English, Hindi, Telugu & Odiya

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| **Summary**  **At ICICI Bank:**   * Handled all banking operational work and front desk services along with CRM. * Helped in uncovering banking needs of customer related to day-to-day activities. * Knowledge on all banking processes, audits and compliance processes, KYC, EDD, etc. * Knowledge and experience in performing SOX audit. * Lead sales team in marketing activities and achieved sales target. * Ability to drive new projects, programs and agendas set by organization in given time.   **At Vodafone Shared Services India:**   * Handled customer enquiries on billing questions and payments extensions/service requests. Locating sources for problem and design best option for resolutions. Managed conflicts/complaints and challenging situations and build repo for UK clients. * Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations. * Helped company keep the best VOC (customer rating) and got top performer ratings in categories including communication skill, listening, resolution time and schedule adherence. * Resolving a minimum of 1000 cases per month. * Had a promotion based on performance on floor within a year. * Held position of SME and managed team to achieve daily targets. |

**SUMMARY OF SKILLS**

Regular, punctual and hardworking.

Efficient team player and motivator through effective communication.

Learning agility and Positive Attitude.

Having the capacity to take more workloads and perform efficiently under any pressure.

# INTERESTS

* Playing cricket, basketball
* Travelling

# PERSONAL PROFILE

**Name**: Dinesh Kumar Yavarna

**Date of Birth**: 24th APRIL 1990

**Marital Status**: Unmarried

**Sex**: Male

**Nationality**: Indian

**Father’s Name**: Y. Umamaheswar Rao

**Address**: Dinesh Kumar Yavarna

At-Khitish Mishra House

Durga Market, Raja Bazar

Post: Jatni, Dist: Khordha.

State: Odisha

Pin: 752050

# DECLARATION

It is hereby to inform you that all the information furnished in this CV is true to my knowledge and no false information has been mentioned.

Date:

Place:

Signature: