

CURRICULUM VITAE

Kosuru Anitha

#31/12, 4th main
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Career Objective

Seeking a challenging career in an organization where I can effectively apply my skills and which provides a challenging work environment and allows growing both professionally and as an individual.

Working Experience

- Worked at **BANGALORE ONE** as a DATA ENTRY OPERATOR for One Year
- Worked at **PRESTIGE PURSUITS PVT.LTD. (Channel partner of P&G)** as a BRANCH CO-ORDINATOR from February-2014 to September-2014.
And as a BRANCH MANAGER from October-2014 to May 04-2015
- Working as Senior Process Executive at **INFOSYS BPO LTD.**, from 13-July-2015 to till date.

Roles & Responsibilities

Client Management:

- Works with different customer's for Cisco on DML operations (Creation, updating, Modification and deletion)
- Manual order entry of customer submitted fax PO
- Validating configuration in Cisco Commerce Workspace
- Providing best possible solutions to customers on their regular day to day transactions
- Setting up meeting pro-actively with clients on any issue where their intervention is required to solve an ongoing issue

Queue Management:

- Meeting SLA (Service Level Agreement)
- Allocating work equally to all the available resources based on their skill sets to get the work done within given SLA and ensure that any priority/ escalation request is addressed as per escalating SLA
- Achieving metrics and presenting the same to clients week on week basis

Achievements:

- Improved client satisfaction, team performance and overall business by organizing training seminars and executing corporate culture changes to strengthen key relationships.
- Been a consistent performer in team and grabbed SPOT award, Extra Miler award and SME (Subject Matter Expert) position.

Personal Skills

- Good communication and listening skills
- Quick learner and Active participant
- Ability to deal with people diplomatically
- Friendly and Empathetic manner
- Capable to work in a fully computerized environment
- An individual with motivation, sincerity and time sense
- Can work in stressed conditions and hardworking
- Analytical approach and good grasping power
- Good team player
- Secured 100% in my past Appraisals
- Awarded with STAR Performer in the team for being with 100% Quality

Strengths

- Can finish the work on time with full concentration
- Can put in more effort and hard work
- Co-operative team member and can lead a team efficiently
- Awarded thrice for being a top performer consistently
- Received I-Star award for being top performer with 100% quality during 2016-2017
- Skilled at handling multiple tasks and process needs accordingly
- Commitment in work
- Positive attitude
- Ability to learn from self-mistakes and adjusting with different kind people

Academic Record

- SSC in Himaja High School (AP).
- PUC in Oxford Pre University College.
- B.COM in City College (Bangalore University).

Qualification	University/Board	Year of passing	Percentage
B.COM	Bangalore University	2010-2013	53%
PUC	Pre-University Board of Karnataka	2009-2010	50%
SSLC	Board of Secondary Education (AP)	2007-2008	72%

Technical Skills

- CCW and MS Office
- Oracle 11i,R12
- CRM
- PEGA(Business Automation Tool)

PERSONAL DETAILS

Father's name: K.Chandra sekhar raju

Nationality: Indian

Sex: Female

Marital status: Married

Date of Birth: 14/06/1993

Mother tongue: Telugu

Languages known: English, Kannada and Telugu.

Hobbies: Reading books, listening music, playing carom

Declaration:

I acknowledge that all the details provided by me are true to the best of my knowledge.
Hoping for a favorable consideration.

Date:

Place: Bangalore

KOSURU ANITHA