

SRIKANTH GURRAM



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Objective:

To apply my analytical acumen & personal strengths in such a work environment that encourages me to contribute towards the growth of the organization as well to stimulate my personal and professional growth.

Experience Summary:

- ✓ Serving as a Team Leader in EZEE Tech PVT limited from SEP 2019 to till date
- ✓ Worked as a Team leader in Sundaram Business Services from APR 2017 to SEP 2019
- ✓ Worked as a Senior Associate in Sundaram BNP Paribas Fund Services SBFS [SUNDARAM MUTUAL FUNDS] from FEB 2016 To MAR 2017.
- ✓ Worked as a Senior Customer Relationship Officer in CAMS [HDFC MUTUALFUNDS] from MAY 2013 to April 2015.

Key Strengths:

- ☐ Processing financial transactions of investors like redemptions & switches.
- ☐ Verifying Investors PAN and validating in investors profile.
- ☐ Processing Non-financial transactions like Change of Address, Change in Bank
- ☐ Mandate, Updating Nominee details etc.
- ☐ Generating Account Statements and dispatching to investors.
- ☐ Dispatching PIN forms and SIP/STP forms to the investors.
- ☐ Handling Escalation Calls and Resolving Customer Queries.
- ☐ Generating Call & NFT Reports and Reporting to Manager.
- ☐ Direct Interaction with customers to promote the Product sales.
- ☐ Conducting review meetings on weekly and monthly basis providing the clarifications.
- ☐ Generating the tickets as per requirement by clients.
- ☐ Maintain the IT Desk and Providing Allotment to the Concern.
- ☐ Maintaining the Client Query Data base and providing resolution as per TAT

Technical Capabilities:

Programming Languages
Data Base
Web Technologies
Operating system

Java
Oracle, SQL Server
HTML
Windows Family

Achievements:

- ☐ Received appreciations from Nalanda Institute of Engineering and Technology in National level Technical Symposium INFOSTAV-2K11.
- ☐ Received appreciations from Center head for on TAT Query Resolutions.
- ☐ SFHL Management appreciated for successfully Completed Transaction Processing system.
- ☐ Received appreciations from the Customers delivering critical components within SLA.
- ☐ Received appreciations from SFHL management for the portfolio Management System.
- ☐ Awarded as a Pearl Performer Award for Out Standing Performance in the month of JAN-2017 by SBFS.
- ☐ Received Certification from SBS management for the Completion of Emergency Response Team (ERT).

Education Summary

Degree	University/School	Percentage	Year of passing
SSC	Board of Secondary Education, A.P	75	2003
Intermediate	Board of Intermediate Education, A.P	59	2005
Graduation	Acharya Nagarjuna University, A.P	63	2008
Post-Graduation	Jawaharlal Nehru Technological University, A.P	75	2012

Work Experience Summary

Client / Organization	Business Application	Designation
EZEE Tech PVT Limited	Information Technology	Team Lead For IT Support
Sundaram finance Holdings Limited	Mutual fund Operations	Team Lead For Customer Service
Sundaram Business Services	Fund Services and NFT Operations	Senior Associate
Sundaram BNP Paribas Fund Services	Customer Service and NFT Operations	Associate
CAMS	Customer Service Team	Senior Processing Officer

Personal Information

Date of Birth : 6th April 1988
Nationality : Indian
Sex : Male
Marital Status : Single
Languages Known : English, Telugu, Tamil and Hindi
Hobbies : Photo Editing,cooking.
Location : Bangalore
Passport Details : Issued at Hyderabad, valid till April, 2022.
Date :

Gurram Srikanth