

Curriculum Vitae

PRAMILA RANI. CH

D.NO:8-14/1

Sai Nagar Colony,

Balapur Village,

Keshavgiri Post,

HYDERABAD-500005

E-Mail ID: prameela.rani12@gmail.com

Ph no: 8885677796

OBJECTIVE

Seeking in a dynamic, professional organization with challenging work environment. which allows to Career growth and individual development.

ORGANIZATIONAL EXPERIENCE

PoonawallaFincorp Finance Company Limited As a Senior Executive Operations from March 2022 To Till Date.

- Handling overall activities related to operations as per laid down procedures
- Handling all the Nocs and statement Related works
- Handling customer Related issues(Excess amount refunds,Insurance kit and Original documents)
- Co-ordinate with HO to solve customer oriented problems
- Ensure the maintain affiliated soft copy records & Registers as per the process
- Handling internal & external audit maintain good audit score card
- Handling property original documents ,updating in system & dispatch storage with in Tat
- Maintain the all MIS and Key Registers
- Checking login to disbursement activities of products like ABF(assess based finance),Business loan,personal loans and housing loans

Dr. Grace Homeo Clinic as a Customer Relationship Officer from September 2016 to July 2018.

- Implement Customer analysis to identify trends and opportunities to generate Revenue.
- Create positive relationship with new clients to help build the Customer base.
- Manage Customer Service and support team to address Customer Complaints relating to Product and Service.
- Ensure Customer Satisfaction, Use Social Media to engage with Customers.
- Communicated Regularly with Members to understand me evaluate current products.
- Monitored, followed-up the cases to meet Customers response commitments.

- Generate new Business, follow all proper documentation and regulation requirements.

IIFL – India Infoline Finance Ltd as Customer Care Executive from March 2015 to July 2016

- Identifying potential customers and helping them to choose the financial scheme that suits them the best.
- Generate business by doing cold calls, interacting with existing customers.
- Providing customer service in terms of interest calculations, closures etc.,
- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales
- Assess local market conditions and identify current and prospective sales opportunities
- Address customer service issues promptly
- Adhere to high ethical standards, and comply with all regulations/applicable laws
- Network to improve the presence and reputation of the branch and company
- Familiarity with industry's rules and regulations
- Excellent Organizational skills

ING VYSYA Life Insurance, Vijayawada as Business Development Executive from November 2011 to May 2012

- Doing outbound calling to prospective customer to explain the product
- Arranging leads to field staff and follow-up with them for closure of deals
- Preparation of lead reports and submitting to superiors.

ACADEMIC CREDENTIALS

Master of Business Administration in Human Resource & Marketing at Sri Viveka Institute of Technology, Affiliated by J.N.T.U Kakinada.

B.Com (General) from Acharya Nagarjuna University.

✓ PROJECT PROFILE:

✓ M.B.A {HUMAN RESOURCE&MARKETING},

- ✓ Project Title: - A STUDY ON EMPLOYEE WELFARE ACTIVITIES.
- ✓ Objective of Study: - TO ADOPT SUITABLE MEASURES FOR THE IMPROVEMENT OF EMPLOYEE PERFORMANCE.
- ✓ Name of the Organization: - HINDUSTAN COCA-COLA BAVERAGES PRIVATE LIMITED.
- ✓ Duration: - 45days (Dec 2010 – Jan 2011)
- ✓ Location: - Atmakur, Guntur (Dst)

PERSONAL INFORMATION

NAME	:	CH. PRAMILA RANI
FATHER NAME	:	VEERAJU
DATE OF BIRTH	:	06-05-1987
GENDER	:	FEMALE
MARITAL STATUS	:	MARRIED
LANGUAGES KNOWN	:	ENGLISH & TELUGU
HOBBIES	:	SURFING NET, LISTENING MUSIC

I hereby declare that all the above particulars are true to the best of my Knowledge.

Date:

Place:

PRAMILA RANI.CH