

RESUME

SHAKTHISHREE CM

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Bommasandra,- 560099 Karnataka, India

Objective

To enhance my professional skills, capabilities, and knowledge in an organization that recognizes the value of hard work and trusts me with responsibilities and challenges.

Experience

20-Sep-2018

To

02-Apr-2022

- **Kotak Mahindra Bank Ltd**

ASSISTANT MANAGER

- * Responsible for handling inbound customers for all various services of the Kotak Mahindra Bank banking process.
- * Troubleshooting customer issues through calls and follow-ups (call back/emails).
- * Educating Client's about new bank processes and promoting mobile banking, Net Banking for a better experience.
- * Signing up customers for internet banking and mobile banking application.
- * Cross selling all these bank products like term deposits, recurring deposits, insurance, debit cards, and credit cards.
- * Providing information about the benefits of the products to customers and cross-selling the bank products on calls.
- * Generating revenue for the bank through cross-selling.

12-Jan-2017 To

05-Feb-

2018

- **Hinduja Global Solutions**

CUSTOMER RELATIONSHIP OFFICER

- * Joined HGS in the month of NOV 2016 and successfully completed my training for 2 months.
- * Responsible for handling emails and responding to airtel landline and broadband customer through email with follow-up calls.
- * Troubleshooting airtel customers' issues through calls and sending an executive to customers' places to resolve customer issues.
- * Promptly responded to inquiries and requests from prospective customers.

Education

2016

- **Administrative management college
Bangalore University**

MBA

GPA 70%

2014

- **Krupanidhi degree college
Bangalore University**

Bcom

GPA 59%

2011

- **Krupanidhi residential PU college
Karnataka PU board**

PUC

GPA 67.66%

2009

- **St. Philomena's English school.
Karnataka state board**

SSLC

GPA 60%

Skills

- Analytical and problem solver
 - * Teamwork and collaboration.
 - * Professionalism and strong work ethic.
 - * Oral and written communications skills.
 - * Building good relationships with clients.
 - * Ability to work with a team having excellent communication skills and dynamic thinking.

Projects

- **problems faced by women employees working in night shift**
 - III The study on problems faced by women employees working in night shifts s. (short project)
 - III 30 days' project.
 - III I did a questionnaire survey in many companies for this project.
- **The empirical study on training and development for employees**
 - The empirical study on training and development for employees at BIG BAZAAR, (Billekahalli, Bannerghatta road Bangalore.)
 - III 45 days project.
 - III I had done my internship in Big bazaar ,Billekahalli.
 - III 10 days of my project duration I have absurd training given to employees in the zonal office, and rest of 35 days I worked in Big bazaar.

Technical skills

- * Microsoft office
- * Microsoft Outlook
- * Online researching g
- * Editing documents
- * Microsoft Excel

Extra activities

- * Listening to music
- * traveling
- * Driving

Language

- English, Kannada, and Telugu.

Interests

- * Listening to music
- * traveling
- * Driving
- * Volunteering work as a teacher for primary students in government schools.
- * Worked as a volunteer for feeding the street dog in a pandemic.

Personal Details

- Date of Birth : 15/05/1993
- Nationality : Indian
- Marital Status : Married
- Religion : Hindu

Declaration:

- I hereby declare that the above-mentioned information is correct up to my knowledge of belief and I bear the responsibility for the correctness of the above-mentioned details.