

#2513/2D, 1st Main, 1ST Cross
New Kantharaje Urs Road, Saraswathipuram,
Mysuru-570009

MOBILE NO-9035442727

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BHANUPRIYA.G

Objective: Result-oriented individual seeking a challenging and rewarding position that will contribute in making a significant difference in a company in terms of team building cost reduction and work efficiency.

Experience: Total Experience 3 years...

Hinduja Global Solutions (Mysuru):-

Period: 3rd March 2011 to 6th July 2014

- Last Designation working as Super CC agent at HGS (Hinduja Global Solutions) domestic call center at Mysuru since last 1st April 2014 to 6th July 2014 (3 months).
- Earlier worked as Nester at HGS (Hinduja Global Solutions) domestic call center Mysuru since last 8 months. Her we trained the people how to handle the call.
- Earlier worked as a Company focusing group (CFG) at HGS (Hinduja Global Solutions) domestic call center Mysuru in 12 months. Here we look the company profit and we audit the calls, TPR call back and will provide the suggestion how to avoid the repeat.
(Repeat it doesn't mean customer will call to cc for more than once it called repeat)
- Earlier worked as Customer Relation office (CRO) at HGS (Hinduja Global Solutions) domestic call center Mysuru in 11 months.

Nature of work-HGSL as CRO:-

1. Handling customer queries and giving accurate information.
2. Solving customer complaints issues using appropriate application with in the given time frame.
3. Follow up the unresolved cases with the concern team.

Experience: Total Experience 3 years 2 months

Pramur Constructions Pvt Ltd (Mysuru):-

Period: 7th July 2014 to 14th October 2018

- Last Designation working as a Marketing Executive at Pramur Construction Pvt Ltd Mysuru since last 14 months.
- Earlier worked as a front office executive 26 months.

Nature of work in Pramur Constructions Pvt Ltd (Mysuru):-

1. Handling customer and giving accurate information about apartment.
2. Handling the Materials purchases and orders.
3. In word and out word material checking.
4. Handling the digital marketing application like Face Book, Twitter, Instagram, Web page, Linked In, and Pinterest etc....

Experience: Total Experience 1 Year

Oravel Stays Pvt Ltd -OYO (Mysuru):-

Period: 15th October 2018 to Till Today

- Working as a KAM- Packages- Mysuru since last 11 months.

Nature of work in OYO (Mysuru):-

1. Sending Quote
2. Negotiation
3. Vendor Handling
4. Payment Policy
5. Voucher
6. End to End Package

Education & Trade Qualification:-

Technical Skills: - Basic Computers, MS Office, MS Excel. Etc...

| SI No | Examination passed | Institution | Marks obtained in % |
|-------|--------------------|---|---------------------|
| 1 | SSLC | SHREE JAYA CHAMARAJENDRA BORDING SCHOOL. URSU | 72% |
| 2 | DIPLOMA IN CS | J.S.S POLYTECHNIC WOMENS MYSORE | Dis continued. |

Personal details:

Date of Birth : 27/4/1993

Father's Name : Ganesh

Marital Status : Single

Address : #2513/2D, 1st Main, 1ST Cross
New Kantharaje Urs Road, Saraswathipuram,
Mysuru-570009

Place : Mysuru

Interests : To innovate the new action plans in my working place.

Languages knows to write : English, Kannada, Hindi,

Languages knows to Speak : English, Kannada, Hindi, Telugu, Tamil