

K.RAMA KRISHNA

H.NO:14-2-100, Venketeswarao colony, 4th line, Bhadrachalam - 507111

(91-9502796596)

ramakrishna.kongara426@gmail.com

Profile

Goal-directed, results-oriented professional having 9 + Years of Experience in Banking & Non Banking Sectors in Service, Sales & Operational roles. Areas of Expertise include:

- Banking Knowledge with KYC & AML
- Communication/Negotiation/Facilitation
- Problem Solving/Decision Making
- Client/Customer Relations
- Management Information System
- Product & Process Training

Professional Experience

9 Years

HDFC BANK

Sep 2012 – Till

Date

BRANCH MANAGER - Sales & Operations

Roles & Responsibilities:

- Handling new client enquiries and acting as the face of the business.
- Dealing with and resolving problems and issues which arise.
- Handling Banking Operations like Cash Management, Inward Outward Remittances, Cheques Clearing Process, DD/PO preparation, Audit Assistance, etc.
- Handling Customer/Client Requests, Service Requests, Etc.
- Up selling and Cross selling various Banking Products and Services.
- Handling High Network Individual with proper attention and Resolving customer issues according to the prescribed TAT.
- Handling the High Network customers in retail branch banking.
- Team handling
-

Key Learning's and Achievements:

- Best Performer for Delivering Quality Service to Customers
- Received MDRT award from life insurance.
- Received awards from ICICI MUTUAL FUND AND HDFC AMC LTD

Education

Qualification	Year	Board/University	Institute	CGPA/%
M Tech (Communication & Radar Systems)	2011	Autonomous	Koneru Lakshmaiah University	8.5/10
B.Tech (Electronics & Communication Engineering)	2009	JNTU	DR. Paul Raj Engineering College	59 %
XII	2005	Board Of Intermediate Education Andhra Pradesh	DR. Paul Raj Junior College	73.80%
X	2003	SSC	St' Pauls Lutheran School	74.80%

Internship and Projects

Functional and Technical Skills

Banking Software	Finacle, flexicube	10.1
Microsoft Packages	MS Office	2007 & 2010

Extra Curricular Activities

- A Key Member for Credila for Generating Leads through Social Media.
- Worked as a Key Person for implementing Activities at Bank's

Key Interests

- Playing cricket on daily basis
- Subscriber and follower to Various Blogs of famous Writers
- Meeting new friends to acquire the new business

I hereby declare that all the information provided by me in this application is true and correct to the best of my knowledge and belief.

DATE:

Signature

(Rama Krishna)