**RESUME**

**Name:** A.N.V.M.AVINASH

**Email:** **akulaaavinash@gmail.com**

**Contact: 9866996306**

**Objective**

To be part of a progressive organization which gives me scope to enchase both my personal and professional skills where in my techno-rich abilities can be utilized for enchasing the goals of the organization.

**Educational Qualification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COURSE** | **SCHOOL\ COLLEGE** | **BOARD\ UNIVERSITY** | **YEAR OF PASS** | **PERCENTAGE %** |
| DEGREE | Bachelor Of Business Administration/ MBA | C.S.J.M. UNIVERSITY | 2013 | 63.05 |
| Intermediate | Narayana junior college .Kakinada | Board of Intermediate Education | 2010 | 60.6 |
| Secondary schools | Mary immaculate high school | Board of Secondary Education | 2008 | 64.66 |

**Experience:**

SRI LALITHA INDUSTIRES PVT.LTD

HUMAN RESOURCES MANAGER

April2020- TO Present

HR operations, systems and programs. Worked with senior management to create HR policies and procedures; recruit employees; create group benefits databases; and develop orientation, training and incentive programs.

* Structured and implemented programs and policies in the areas of training, compensation structures, benefits packages, incentives and new-employee orientation.
* Brought workers’ compensation program into full compliance. Instituted preferred providers list and trained managers and associates on procedures to follow in case of injury.

Promoted to fulfill a broad range of HR functions, including recruiting and training employees, administering benefits, overseeing disciplinary action and managing HR records. Co-chaired annual flex-enrollment meetings, resolved conflicts between employees and insurance carriers, coordinated health fairs to promote employee wellness and performed exit interviews.

* Trained members to management team on interviewing techniques and best practices, conducting workshops and coaching sessions that contributed to sound hiring decisions.
* Reworked new-hire orientation program to include HR information and company resources.

Professional Development:

* Complete ongoing training in the areas of compensation and benefits, employee and labor relations, leaves of absence, workers’ compensation and workplace safety/security.

Computer Skills:

* MS Office (Word, Excel, PowerPoint, Access, Outlook)

 KRITI PRAKASHAN PVT.LTD

Business Development Executive & Collection Manger

September 2019 –Till now

* Collecting payment form the users & developing business
* Promoting books to schools & Explaining product to the schools

Customer Service Manager

August 2018 – August 2019

ICICI PRUDENTIAL LIFE INSURANCE

* Develop implement and manage a detailed business plan using total team involvement and participate in establishing team sales and service goals
* Identify cultivate and expand key customer relationships through focused sales and referral activity to an assigned Small Business customer base
* Work closely with partners in Human Resources to understand and implement policies and procedures pertaining to team performance

Customer Service Officer

August 2017 – August 2018

ICICI PRUDENTIAL LIFE INSURANCE

* Oversaw the platform employees to ensure sales goals were met and the delivery of services was accurate
* Supervised the Head Teller and the Teller line to ensure Bank procedures and policies were followed

Customer Service Executive

August 2016 – August 2017

ICICI PRUDENTIAL LIFE INSURANCE

* Participated in branch functions and community activities to promote insurance image and growth
* Ensured that team members exceed customer satisfaction expectations and demonstrated company’s values

Field Manager

February 2014 – January 2016

Vikas Placement & Services

* Sales manager & Team Leader
* Relationship manager

**Roles and Responsibilities:**

* Improve customer service experience, create engaged customers and facilitate organic growth
* Keep accurate records and document customer service actions and discussions
* Analyse statistics and compile accurate reports
* Control resources and utilise assets to achieve qualitative and quantitative targets
* Maintain an orderly workflow according to priorities
* Helping to build good customer relations
* Recruiting staff and doing appraisals
* Arranging staff meetings
* Training and development
* Handling complaints and queries (from customers and staff)
* Sorting security issues
* Financial responsibilities
* Arranging promotional events

**Hard and Soft Skills**

* Budget Management
* Employee Relations
* Customer Service
* Work Flow Planning
* Teamwork
* Gathering Sales Requirements
* [Marketing](https://zety.com/blog/marketing-skills) [Skills](https://zety.com/blog/marketing-skills)
* Financial Modelling
* Problem Solving
* Leadership.

**Technical Skills:**

 Packages : MS office

 Programming languages : C & Basic Knowledge

 Operating systems : Windows XP to 2010

* Multitasking
* Confident
* Smart Work
* Innovative
* Flexible.

**Personal Details**

 Name : Naga Veera Manikanta Avinash Akula

 Father Name : Siva Sankar Akula

 Address : 16/4/52, Sampinghi thota, Samalkota, E.Godavari, AP -533440

 Date of Birth : 18-08-1992

 Hobbies : Music, Sports

 Languages Known : English, Hindi and Telugu

I here declare that the above mentioned particulars are true and correct to the best of my knowledge and brief.

Place: A.N.V.M.AVINASH