RAJU VAMPU

Amberpet, TG 500013

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**PROFESSIONAL SUMMARY**

Skilled in building bridges and cementing connections with business accounts to serve needs, strengthen loyalty and drive competitive growth. Well-versed in [Product or Service] and successful at achieving sales objectives with consistency. Service-driven team player with record of providing high-quality.

**SKILLS**

|  |  |
| --- | --- |
| Computer proficient  Creative problem solving   * Order fulfillment | * Customer service * MS Office proficiency * Technical support |

**WORK HISTORY**

**SENIOR EXECUTIVE - ASSEST MANGEMENT** | **Nov 2015 to June 2019**

Next Education India Pvt. Ltd.**- Hyderabad, Telangana**

* Maintaining the stock Details
* Assigning the Inventory to New  employees
* Following-up with the resigned employees for the  Inventory Handover
* Maintaining  Details  of the inventory  assigned & updating it as per the  changes
* checking and maintaining  CUG & data cards  details assigned  to the employees and coordinating with the service provider to resolve issues if any
* Creating Payment Request  Vouchers (PRV's)  for the services  and Purchase made by the Department

**TELEMARKETING SALES REPRESENTATIVE**| **Nov 2012 to Nov 2015**

Next Education India Pvt. Ltd.**- Hyderabad, Telangana**

* **Sales :**
* Calling the  Customer who has registered with our Website
* Providing the details regarding the Products and showing the Demos online.
* Converting the Leads into sales or follow up.
* **Support :**
* Once the product is purchased customer call for the installation processes.
* Guide the customer to install and activate the Product
* Troubleshoot will be provided as per the Issue like : re-installation & Reactivation.

**CUSTOMER SERVICE REPRESENTATIVE** | **June 2007 to Oct 2010**

Hinduja Global Solutions Bpo**- Hyderabad, Telangana**

* Assisted customers by listening closely, finding solutions to problems and making recommendations based on extensive product knowledge.
* Assisted customers with selecting and customizing available items based on individual requirements.
* Managed client correspondence and records via manual and automated methods for maximum efficiency and accuracy.
* Applied highly effective selling skills while properly engaging and presenting solutions to customers.
* Call Auditing  of the Team members and providing the feedback provided in the area they are lacking areas ( **Quality Check or Quality Analyst**)
* Handling the team in the absence of team Leader -**ATL**

**EDUCATION**

* Noble Degree & P G College**- Hyderabad, Telangana | Bachelor Of Science** Computer Science, 2012
* Manasa Gangotri Jr College**- Uppal | M.P.C** 2004
* Mumtaz High School**- Hyderabad, Telangana**2001