**R E S U M E**

**Kawail Murali Krishna**

**S/o: Kawali Pentaiah**

Address: H-NO-10-5-377/6, North Lalaguda,

Secunderabad, Hyderabad-500017

**Mobile** : **9948825041**

**Email** **ID**: kriishna1981@gmail.com

 ***CARRIER OBJECTIVE:***

I am willing to work in a creative and challenging environment. I intend to build my career with leading company, where I can put on my skills to enhance my abilities which will help me to explore myself fully and to utilize my knowledge and skills for the benefit of the organization I work with.

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***EXPERIANCE:***

***aKey Strenth:-***

**Own Business: 2014-2019**

**Presently doing own Business Online Services**

* Directly Interacting the Customer
* Pan Card Service & Passport Services
* Online Railways and Airways ticket booking
* Project works of School and College Student
* Scholar Ship of Students

**ICICI BANK LTD. 2011 to 2014**

**As a Phone Banking officer with Credit Card Department**

Handling customer credit card related queries by maintaining 100% customer

Satisfaction and suggesting appropriate cross-sell product to customer.

* Forwarding day to day updates to team members to avoid errors, Wrong communication with customers.
* Been as a revenue generator by taking leads like balance transfer, Emi, Personal Loans in credit cards.
* By taking escalations and resolving customer issues in priority to prevent senior management escalations.
* As a part of Escalation Team Handling escalated senior management cases and Providing resolution to Customer related to Credit Cards

**Worked in Phone Banking & Quality Team**

* Managing the High Net Worth customers of the Bank.
* Profiling Customers and provide financial products to meet customer needs.
* Being as first point of contact to customers for banking requirement.
* Cross sell Credit card.

**Hinduja Global Solutions Pvt. Ltd 2007 to 2010**

* Sr. Customer service officer for the Airtel Process
* Handle the escalated cases & RHD Case

***EDUCATION QUALIFICATION:***

***:***

***HOBBIES:*-**

|  |  |  |
| --- | --- | --- |
|  **Qualification** | **University/Board** | **Name of the Institution** |
|   **DEGREE ( B.Com )** |  Osmania University | RRD Degree & P G College |
|  **INTERMEDIATE** | Board of Intermediate Education | Aliya Junior College |
|   **S. S.C** | Board of Secondary Education | Sri Durga High School |

***STRENGHTS:***

***Work Experience* :**

* Self Confidence
* Quick Learning Abilities
* Committed
* Extra miler

***TECHNICAL SKILLS*:**

* Operating System : Window XP, Windows7 , Window8,
* Packages: MS Office.
* Having Knowledge of Internet Browsing, E-mailing & Surfing.

***HOBBIES:*-**

***Personal Details:***

* Internet browsing.
* Travelling.

***PERSONAL DETAILS:*-**

* **Date of Birth**  : 14th March,1981
* **Nationality**  : Indian.
* **Gender** : Male.
* **Marital Status** : Married
* **Languages Known** : English, Telugu, Hindi,

**Declaration:**

 I hereby declare that the furnished above are correct to the best of my knowledge.

 **(K Murali Krishna)**

 **Contact No: 9948825041**

Place: Secunderabad.

Date: