**Resume**

**NAME:-ANUSHA VADLURI**

**Email id:-anushavadluri@yahoo.com**

**Mobile No:-9607894807**

**PUNE**

CARRIER OBJECTIVE:

To work on a challenging job profile which provides an opportunity to enhance my technical skills and knowledge, this could provide me an insight into new aspects so that it would be helpful for my career.

EXPERIENCE SUMMARY:

**Work location**: ICICI head office Gachibowli Hyderabad.

**Designation**: Phone banking officer for E-Service channel

**Work experience**: March 8, 2018 to April 13, 2019 (01 year, 36 days).

**Roles & Responsibilities:-**

* Respond to customer queries in a timely and accurate way, via email
* Identify customer needs and help customers use specific features
* Monitor customer complaints on social media and reach out to provide assistance
* Share feature requests and effective workarounds with team members
* Inform customers about new features and functionalities
* Follow up with customers to ensure their technical issues are resolved
* Gather customer feedback and share with our Product, Sales and Marketing teams
* Assist in training junior Customer Support Representatives

TECHNICAL SKILLS:

**Tools:-**

AutoCAD 2D & 3D

vscode.

TALLY ERP9

MS Word

MS Office

MS Excel

**OS and Networking:-**

Windows XP

Windows 7

Windows 8

Windows 10

EDUCATIONAL QUALIFICATION:

* **Bachelor of Technology,** specializing in **Civil Engineering,** St. Martin’s Engineering College, Dhulapally, Hyderabad

**Jawaharlal Nehru Technological University,** Hyderabad, 2015 **Scored 64%**

* **Intermediate,** S.R Junior College, Karimnagar Board of Intermediate Education, **Telangana,** 2011 **Scored 69.90%**
* **Secondary School Certificate,** St. Mary’s Convent High School, Chandrapur

Board of Secondary Education, **Maharashtra,** 2009 **Scored 64.50%**

ACADEMIC CREDENTIALS :

* **Mini projec**t: Comparison between **sidra** and **vissim**
* **Organization**: College Program

**Team strength** : 4 members

* **Major project**: Feasibility study of grade separated intersection
* **Organization**: College Program

**Team strength** : 4 members

**ACHIEVEMENTS:**

* Participated in **Auto CAD** work shop held in OSMANIA UNIVERSITY got certificate.
* Participated in **PPT PRESENTATIONS** in many colleges & also got certificates.
* Actively Participated In Events held in college.

**Extra-Curricular Achievements:**

* Active **Participant in Technical Fests**; Gave multiple Presentations on various topics
* Made a model on the concept “Construction Of Railway Station” and “Pile Foundation” and also won the prize.

**KEYSKILLS:**

* Able to deal calmly and competently with the most stressful situations.
* Exceptional communications skills, builds an excellent rapport with the company and the team.
* I am a quick Learner, decision maker, team player.

**Strengths:**

* Positive attitude.
* Punctuality.

PERSONAL DETAILS:

**Name :** ANUSHA VADLURI

**Father’s name :** NARSAIAH VADLURI

**Date of birth :** 13/06/1992

**Marital status :** unmarried

**Sex :** Female

**Nationality :** Indian

**Religion :** Hindu

**Languages known :** Telugu, English, Hindi & Marathi.

**Place**: - Pune

**Date**:-

(**ANUSHA VADLURI** )