

CURRICULUM VITAE

Cinna Dorainath Srinath,
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Sri. Venkateshwara Nagar,
Road No.14, Banjara Hills.
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Carrier Objective

- To obtain a position in a progressive company utilizing my skills for the development of the organization and also to improve my interpersonal and communication skills
- Worked as Customer care Executive Vertex for 18 months
- Worked as Team Leader for five years in Magus Customer Dialog. Begumpet.

Job Responsibilities

- Handling inbound calls for Airtel DTH Process to help the customer in connectivity issues and other product related • Handling escalation calls
- Doing floor walk while New Hire Training Team has logged in.
- Auditing Calls to deep drive the Quality Performance
- Non Compliance findings
- Achieving the SL target given according to KPIs
- Every hour performance update to client
- Morning Huddle for advisor related to update or Feedback
- NWW in daily wise and weekly wise MCL

Achievements:-

- I was the SPOC for Repeat Performance in my team
- 2 times RACE awarded on Top Performance as Team Lead



Academic Profile

► **Educational Qualification** :-

S.No	Exam Passed	Board/University	Passing Year
1	S.S.C.	St Alphonsus	2010
2	Intermediate	St Mary	2012

Computer Knowledge:-

- DTP
- Basic Knowledge of MS Office (Excel)
- Internet

Strength:-

- Positive Attitude
- Hard working & Honest
- Teamwork
- Quick Lerner

Personal Vitae

Name: Cinna Dorainath Srinath

Father Name: Late: C. Ranganath

D.O.B :- 21th Oct 1991

Nationality :- Indian

Gender :- Male

Marital Status :- Single

Languages Known:-

- Tamil
- Hindi
- English
- Telugu

Declaration:-

- I have Declare that the Information is true & Correct to the best of my Knowledge & If given a chance, I assure that I have all abilities for the Satisfaction of my senior & Management.

Cinna Dorainath Srinath