

ARAVIND VENKATASAI YANAMNDRA

Process Associate

Conscientious Process Associate with experience solving problems creatively and using tact and diplomacy to achieve win-win outcomes. Great team player comfortable thriving in competitive, fast-paced environments. Polished in handling direct customer inquiries, implementing customer service policies and executing financial responsibilities.

Contact

Address

Hyderabad, TG, 500044

Phone

880-169-8684

E-mail

aravindsai321@gmail.com

Skills

Interpersonal

Communication

Adaptability

Planning and Coordination

Teamwork

Analytical skills

Good listening skills

Conflict resolution

Languages

Language

Telugu, Hindi, English.

Work History

2019-08 -

Current

Process Associate

Genpact India Private Limited, Hyderabad, Telangana

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Boosted customer experiences by delivering superior customer service, issue resolution and merchandising.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Answered constant flow of customer calls with minimal wait times.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Communicated with vendors regarding backorder availability, future inventory and special orders.

Education

2016-03 -

2019-04

Bachelor of Commerce

Osmania University - Hyderabad



Technical Skill Set

Office Suite : MS Word, Excel, PowerPoint

Operating Systems : Windows, Installations and
Basic Troubleshooting



Projects

Worked as financial advisor for Bajaj Finance and
helped customers find the right EMI schemes.

