

OBJECTIVE

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals.

SUMMARY

- Overall experience More than 4.2 years.
- I have 2 years Experience of working as Relationship Manager.
- Good work ethics with excellent communication and interpersonal skills.
- Capable to delve into the new leading Technologies.
- Worked on Excel activities.
- Claim Reports, MIS, Documentation and Performance sheet, investigating and processing FD's. Effectively manage multiple, high-priority projects and take pride in providing customer service.

EXPERIENCE

- MARCH 2016 – MARCH 2018 : ICICI BANK LTD.
- MAY 2018-Present: working as developer and technical coordinator includes requirement gathering, development, and proof of concept, design, interface implementation, testing and maintenance.

EDUCATION

2014 MAY - B.TECH.(MECH) JPNCE Eng and Tech.

Skills

- C
- C ++
- Excel

Tools

- Ui Path
- Adobe Photoshop

Professional Experience:

MSC SERVICING CENTER PVT LTD (Shipping Line Company)

US & Canada TMS Rating Exports.

Position: Executive (TMS Ratings & Documentation).

Responsibilities:

- Filing TMS contracts for customers for trade wise into an application for US & Canada Team.
- Running Excel files, sending status of volume, queries, to Onshore and customer's also to contact them if we have any queries from Outlook mail box, it's a chain process which we work for a Rating Process.
- Implement and analysis data to create daily, weekly, monthly, and quarterly reports
- Updating Daily Productivity Excel report received from Onshore or Agency.

MOL-IPS (Shipping Line Company):

Brazil Exports.

Position: Jr. Executive (Documentation).

Analyze the customer data and manifesting as per Customer requirements and Communication with Customer and resolving the Query's. Communication with Email to customer and Front Office.

Responsibilities:

- Coordinating with Surveyors & Customers to maintain efficient Documents and Correction of Bill of lading.
- Checking & verifying all the All New Bill of ladings and making Error Correction through Email and Web.
- Sending daily reports and MIS to the client based on the requirements.
- Reporting daily, weekly & monthly reports using V-Lookup, H-Lookup & Pivot Table
- Monthly Basis Correction Bill of ladings and New Bill of ladings

Organization: ICICI Bank LTD

Position: Customer Service officer in Non-Voice Process (E-Mails).

Responsibilities:

- Resolving NRI Customer queries through E-Mails and handling.
- Use to transfer Escalation mails to senior management.
- Creating and openings of Fds as per customer requests.
- Sending daily reports and MIS to the client based on the requirements.
- Reporting daily, weekly & monthly reports using V-Lookup, H-Lookup & Pivot Table.
- Monthly Basis email reports and customer data is maintained and submitted to management.

Outcomes:

- Achieved good team player award by management and team lead.
- Maintained 98% accuracy for yearly performance.
- Got promoted to senior position from trainee.
- Selected by supervisor to assist with file closures; resolve complex claims-processing issues; participate in quality-control audits; and monitor claim status updates.
- Maintained a superior quality rating of 94% in file handling and claims resolution from 2016 to 2018, exceeding the 85% departmental goal.

Key Skills

- MIS, Documentation and Performance sheet.
- Confidential Records Management
- Implement and analysis data to create daily, weekly, monthly, and quarterly reports
- Strong knowledge on MS Office, Excel and Report preparations
- Employs performance sheet

IT Proficiency

- Microsoft Office Word, Microsoft Office Excel, Microsoft Office PowerPoint.
- C,C++,UI PATH .
- **Advance Microsoft Excel, V-Lookup, H-Lookup, Pivot Table. IF conditions, SUM IF, COUNT IF.**

Extra-curricular activities:

- Executive Member of Event Organizing Committee JPNCE .
- Actively participated in various Sports activities held in college.
- Got B and C NCC Certificated by origination.

Internal Skills:

- Ability to rapidly build a relationship and set up trust.
- Confident and Determined.
- Ability to cope up with different situations.

PERSONAL PROFILE

- **Father's Name** :- **R. SANJEEVA REDDY**
- **Address** :- H.no: 8-1-77/9/c, teacher's colony,
mahabubnagar, 509001.
- **Date of Birth** :- 11-11-1992.
- **Language Known** :- English, Telugu, Hindi.
- **Marital Status** :- Single
- **Nationality** :- Indian.
- **Interest & Hobbies** :- Playing & watching Cricket, browsing net to learn new things.

Declaration

I do hereby declare that the above information is true to the best of my knowledge.

Place:-

Date :-

(R. ADARSH)