**VENKATESH**

[Venkatesh.351389@2freemail.com](mailto:Venkatesh.351389@2freemail.com)

**Objective**

Experience Accounts, Banking, Financial and Customer Service Professional with successful record of accomplishment of 2.9+ years possessing the required level of strong initiative, motivation and drive needed to achieve long-term success. My goal is working in the field of banking sector with an organization of repute where by using my knowledge and skills progressively and effectively to the organization for mutual benefit

**Key Skills**

* Banking Regulations
* Client Relations
* Management Skills
* C/C++
* MS Office
* Estimation techniques
* Feasibility studies
* Query Handling Skills
* Communication Skills
* ISO 9001:2000

**Work Experience**

**12th April 2016 Citi Bank Customer Service Pvt Ltd (Bengaluru)**

**To 15th Feb 2017 Digital Interactive Advisor**

* Monitoring each and every Customer's account clearly and resolve the issue on time
* Operate and progress that each account is resolved out on time and meet the Customer's expectations
* Liaison with the team in planning, resolving, scheduling and control of issues
* Achieving targets on time and providing the world class service to our beloved Customer's for their comfortability
* Ensuring continuous improvements on yield of optimization
* Responsible for the sales, profitable performance to the company and bottom line of the target on monthly basis
* Attend the meeting with Client Representatives internally on daily basis for the smooth flow of work
* Preparing and presenting reports related to the Customer's issue to the Floor Manager
* Implement and follow up operations to ensure compliance capturing
* Ensure all Customer's issue have resolved on time and providing additional information to avoid unusual charges in Brand Conversions

**12th May 2014 RS Groups Pvt Ltd (Bengaluru)**

**To 27th, Mar 2016 Accounts Supervisor**

* Coordinate with the production teams to monitor the production, follow up, clarify the manufacturing clarifications & the materials or products in time to site
* Ensure all project works are executed safely and delivered
* Prepare, implement and manage any required project related productions statements and execution plans
* Preparation of project related materials requisitions
* Assisting in the preparation, submission, monitoring and control of additional work requests and change orders with Senior Manager
* Accounting, Submitting, monitoring and related queries
* Monitoring materials usage to ensuring to avoid the unnecessary delays due to shortage of materials
* Estimating with production department for day by day activities
* Preparation of Employees salary details, invoice, tax and complete actions

**Education**

**2011-2014 SSR Group of Institution of Management &**

**Science**, Bengaluru, India

BCA (Bachelor of Computer Applications)

* Combined Grade Point Average - 6/10.0 (Up to 6th semester)

**Extra-Curricular Activities**

* **Sports —** Cricket, Chess
* **Miscellaneous —** Music, Travelling, Watching News, Management Fests, Quiz Competitions, Active Participation and awards for Cricket, Volleyball & Kabaddi tournaments