

RESUME

R. VENKAT RAMANA

E-Mail: venkatramana725@gmail.com

Mobile: 9789986160

Hyderabad

OBJECTIVE

To contribute to the growth of the organization by working in a challenging position that utilizes my skills and provides opportunities for continual career growth.

EDUCATIONAL QUALIFICATION

DEGREE / COURSE	INSTITUTION	YEAR OF PASSING
B. Com	C. Kandhasami Naidu College, Anna Nagar, Chennai	2013-2016
H.S.C.	Our lady of velanganni Mat.Hr.Sec School Villivakkam, Chennai	2013

STRENGTHS

- Self - Confidence
- Punctuality
- Duty-Conscious
- Hard Working
- Willingness to learn

EXPERIENCES

Company Name: **Casagrand Builder Pvt Ltd**

Designation: **Assistant Manager**

Process: **Customer Service - (Inbound & Outbound)**

Experience: **1 Year 11 Month (July 2022 to May 2024)**

Company Name: **Arihant Maxsell Technologies Pvt Ltd**
Designation : **Business Development -Lead**
Process : **Technical support for machinery to customer**
Experience : **6-month**

Company Name: **AUTOSENSE Pvt.Ltd.**
Designation : **Team Leader**
Process : **Customer Service - (Inbound & Outbound)**
Experience : **3.3 Years - (Sep 2017 to Nov 2020)**

Job Profile & Responsibilities:

- Directed the Team and Process.
- Monitoring of Inbound & Outbound L1 and L2 process raised the ticket as per client concern within TAT will Close the ticket
- Technical support for Gold testing machine & Laser cutter machinery product
- Quality control checking for Gold purity testing machine.
- To maintain & payment follow-up with finance internal team hierarchy approval.
- Daily, Weekly & Monthly generate of MIS Reports, Analysing the cases
- Upload Data on CRM and Exact after updating by Backend Team
- Prepare Report on Excel using different reporting tools and Formulas.
- Reports generation through pivot Table and pivot Chart
- To maintain daily working report
- Responsible for achieving individual targets from client's setup by the organization.
- Analysing sales reports and other information to evaluate team Performance and Motivating them at regular interval.
- Responsible handling and achieving the client end targets.
- Resolve Conflict.
- Conference Atten.
- Developing Team Strength.
- Sales revenue to company generating
- Back end-support.

Achievements:

- Achieving the Set targets for all Months.
- Improvement Done in the Quality Performance.
- Above the Client Expectation Targets.
- Best Team Leader.
- Best Team Awards.

ADDITIONAL QUALIFICATION

- Computer Proficiency
- Typewriting in English
- Microsoft office – Word, Excel, Power point
- Internet and e-mail operations

PERSONAL STRENGTH

- Taking responsibilities without being told
- Ability to work in variable and in any platforms.
- Dedication & Sincerity towards work

PERSONAL PROFILE

Name : **R.Venkatramana**

Date of Birth : **24-May-1995**

Father's Name : **S.Rama rao**

Address : **Moosamahal Apartment, Sailaja Nilayam 12/5/64, Bharat Nagar colony, Moosapet Hyderabad TS- 500018**

Marital status : **Married**

Language known : Tamil : **speak / read / write**
English: **speak / read / write**
Telugu: **speak / - / -**

Hobbies : **Playing Keyboard, Cricket & Playing Chess**

Place: **Hyderabad**

Signature : **R.VENKAT RAMANA**