

# SIRI CHOWDARY

CUSTOMER SERVICE REPRESENTATIVE

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## **SUMMARY**

Results-driven Customer Service Representative with 3 years of experience in the banking industry. Proven track record of exceeding customer expectations and delivering exceptional service. Skilled in building rapport, resolving customer complaints, and identifying opportunities to upsell products and services. Proficient in CRM software, MS Office, and multi-line phone systems. Passionate about helping customers achieve their financial goals and committed to delivering a positive customer experience.

## **PERSONALITY HIGHLIGHTS**

- Maintaining a positive and upbeat attitude, even in challenging situations, helped me to diffuse difficult situations and create a better overall customer experience.
- Being detail-oriented helped me to ensure that all customer information is accurately recorded and that no important details are missed.

## **CONTACT DETAILS**



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: +971542991224

Address: Bur Dubai  
Dubai  
UAE.

## **EDUCATION**

DJR College Of Engineering And Technology  
Masters in Structural Engineering  
(2 Year Course, 2015 -2017)

Holy Mary Institute Of Science And Technology  
Bachelors In Civil Engineering  
(4 Year Course, 2011 -2015)

## **PROFESSIONAL EXPERIENCE**

- Customer Service Representative : Canara Bank  
(From 5 June 2020 to 15 Feb 2023)
- Administrative Manager : GIET College Of Engineering  
(From 15 Apr 2017 to 31 May 2020)

## **PROFESSIONAL EXPERIENCE**

**From 5 June 2020 to 15 Feb 2023 : Canara Bank**

Roles And Responsibilities : Customer Service Representative

- Communicating with customers: Responsible for communicating with customers in a professional and courteous manner, answering their queries, and resolving their complaints.
  - Providing product/service information: Having in-depth knowledge about the products or services the bank offers, I was able to provide accurate information to customers.
  - Handling complaints and escalations: To handle complaints and de-escalating tense situations. I was able to empathize with customers and offer solutions to their problems.
  - Documenting interactions: To maintain accurate records of my interactions with customers, including details of their complaints and the solutions provided.
  - Coordinating with other departments: Collaborating with other departments within the company to resolve complex issues. Which helped me with good interpersonal skills and the ability to work in a team.
  - Maintaining customer satisfaction: Ultimately, my goal as a CSR is to ensure that customers are satisfied with the company's products or services. And went extra mile to ensure that customers have a positive experience and are more likely to return in the future.
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**From 17 April 2017 to 31 May 2020**

**: GIET COLLEGE OF ENGINEERING**

Roles And Responsibilities : Administrative Manager

- Organizing and managing schedules and calendars for staff, managers, and senior-level officers.
- Receiving and processing communication channels, including email, phone, and physical mail.

- Assisting human resources department with payroll and personnel databases.
  - Conferring with accounting department to help make payments, process incoming invoices, and verify receipts.
  - Ensure functionality of necessary office equipment, and requisitioning new equipment and supplies as needed.
  - Creating reports and memos for managers and senior-level officers as needed.
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## **SKILLS**

- MS Office Suite
- AutoCAD
- CRM Software
- Customer Service Skills
- Sales and Marketing Skills
- Teamwork and Collaboration Skills
- Knowledge of Banking Products and Services

## **PERSONAL DETAILS**

Date of birth : 01 Nov 1993

Nationality : Indian

Passport No. : T8548391 Valid until 12/08/2029

Language Known : English, Hindi and Telugu