

ARIGARLA JAYAKALA

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CAREER OBJECTIVE

To work for an organization which provides me the opportunity to improve my skills and knowledge to grow along with an organization .

EXPERIENCE

- **ICICILOMBARD** *sep 2019 - Nov 2020*
Customer Relationship Manager
Roles and Responsibilities :
 - * I used for an insurance company.
 - * I used to resolve the queries of customers in the form of calls and emails.
 - * I used to handle the queries of customers by taking the correction request like endorsement , interactions in their policies.
 - * I also use to take grievance based upon the cm query and situation .
 - * I also used to retain the customer for not cancelling their policies.
 - * I also used to work under pressure and I would pitch to customers for generating leads from our existing customers .
 - * We also have a target for selling the policies upto 30% .

- **Teleperformance** *September 2018 - April 2019*
Customer service associate
Roles and responsibilities :
 - * I worked for a process of Uber Eats.
 - * I used to resolve the customer queries in the form of calls and emails..

EDUCATION

- **Adikavi Nannayya University**
Bsc computer science
8.6
2018
- **Board of secondary intermediate school**
Mpc
9.14
2015
- **Andhra Pradesh state board**
Ssc
9.0
2013

TECHNICAL SKILLS

- Ms office
- Basics in c, java
- Dbms

PERSONAL STRENGTHS

Quick learner
Self motivated
Hard working
Team worker
Easy to communicate with strangers

PERSONAL PROFILE

- Date of Birth : 13/06/1998
- Marital Status : Unmarried
- Nationality : INDIAN
- Known Languages : English , Hindi , Telugu
- Hobby : Singing , cooking

DECLARATION

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

ARIGARLA JAYAKALA