

Radha Krishna Mudunuru

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WORK EXPERIENCE

CITIZEN SERVICE EXECUTIVE (2015 - 2017)

Citizen Service Executive at TCS

Mega E-governance Project i.e., Passport Seva Project.

- Resolving customer queries and issues.
- Ensure quality of services delivered.
- Escalate customer issues for quick resolution.
- Execute activities to meet the service period SLAs.
- Report to the Team lead / Manager.

OFFICE ASSISTANT (2014 - 2015)

Office Assistant at NSTL (2014 – 2015)

- Overseeing clerical tasks, such as sorting and sending mails.
- Maintaining files
- Keeping an inventory of office supplies and ordering new materials as needed.
- Answering phone calls
- Taking and delivering messages, etc.

Academics

- **MBA (Finance & Marketing)** at Dr L Bullayya College affiliated to Andhra University, 2015.
- **B.Com** at Sree Paadha Degree College affiliated to Andhra University, 2013.
- **Inter MPC** at Sri Chaitanya Jr College, BOI , 2012.
- **10th** at Ramanath Secondary School, CBSE , 2010.

OBJECTIVE

To seek a challenging and rewarding career in a progressive organization that provides an opportunity to apply my knowledge, innovative and creative skills to be abreast with the latest trends and technologies.

SKILLS

- Customer assistance
- Verbal and written communication skills
- Organizational and Time management skills
- Fast Typing speed
- Empathy
- Adaptability
- Patience

LANGUAGES KNOWN

- English
- Hindi
- Telugu

PROJECTS

Undertook a project at Vijay Nirman Company Private Limited on the topic of "Working Capital"