

SPOORTHI KATUKURI

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Career Objective

To work in an organization which provides opportunities for growth, learning and scope for the implementation of my skills and hence give my best to the organization. I am looking for Assignments in Financial services/banking operations & Marketing/Business Development.

Experience

KOTAK MAHINDRA BANK LTD - OCT 2018 to 27 DEC 2020

Corporate Salary/Branch Banking.

Designation: Deputy Manager

- Resolved escalated customer issues and boosted retention rate.
- Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Handled Corporates/Clients by dealing with complaints and answering customer questions.
- Provided high-level customer service through friendly approach, strong professionalism and timely assistance with customer transactions.
- Managed SR-Tats/complaint Handling, Branch score card Activities.
- Driven Business on digital parameters effectively.

INDIA INFOLINE HOUSING FINANCE LTD (IIHFL)-May 2017 to July 2018

Home Loans

Designation: Independent Relationship Manager

- Building, Maintaining and Retaining Healthy Business relations with Builders, Consultancies to generate more business.
- Generating Leads through Continuous visits, Building good relationship with Builders.
- Identify New Potential Customers for the Business Development, Cold calling & Lead generation.
- Handling Customer queries for their Satisfaction and for Creating New Business Avenues.

- Increasing Sales through existing Builders and through new builder's base across Hyderabad.
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Skills

- Proficient with Workday
 - Service -focused.
 - Excellent time management skills
 - Conflict Management
 - Public Speaking
 - Innovative
 - Complex problem solver.
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Education

INSTITUTE OF PUBLIC ENTERPRISE, Hyderabad -PGDM-BIF

JUNE 2015 - MAY 2017

PGDM in Financial services, banking & insurance with dual specialization in Finance and Marketing.

JAHNAVI DEGREE COLLEGE, Hyderabad — Osmania University

JUNE 2012 - JUNE 2015

B.com computers.

Internship/Project Details

Title : Risk Management in banks.

Description: To understand the conceptual frame work of Risk Management, different types of risks in banks, methods to manage, mitigate and control them.

Co-curricular Activities

- Attended a Two-day workshop on Digital Marketing.
 - Participated in Tech Entrepreneur boot camp held at The Indian School Of Business (ISB).
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Personal Details

Date of birth: 11 December 1994

Languages known: Hindi, English and Telugu.

Hobbies: Travel, Photography, Gardening.