



# SRAVANI GADDAMEDI

Dubai – UAE

Mob: +971- 554693245

Email: [sravanigaddamedi0@gmail.com](mailto:sravanigaddamedi0@gmail.com)

## PROFILE

Highly skilled and industrious Saleslady with a demonstrated ability to perform and deliver the best customer services and territorial management with tested skills in prioritizing and finishing multiple tasks in time and in a highly organized manner.

## ACADEMIC QUALIFICATION

- Diploma in (ECE)
- SSC

## WORK EXPERIENCE

### WORK HISTORY

- **Company** : HDFC (LOAN DEPARTMENT)
- Position** : Customer Service
- Duration** : 1 Year

### Responsibilities

- ✓ Manage large amounts of incoming phone calls
- ✓ Generate sales leads
- ✓ Identify and assess customers' needs to achieve satisfaction
- ✓ Build sustainable relationships and trust with customer accounts through open and interactive communication
- ✓ Provide accurate, valid and complete information by using the right methods/tools
- ✓ Meet personal/customer service team sales targets and call handling quotas
- ✓ Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution

- **Company** : Dmart
- Position** : Team Leader
- Duration** : 1.5 Years

### Responsibilities

- ✓ Managing the day-to-day activities of the team.
- ✓ Motivating the team to achieve organizational goals.
- ✓ Developing and implementing a timeline to achieve targets.
- ✓ Delegating tasks to team members.
- ✓ Conducting training of team members to maximize their potential.
- ✓ Empowering team members with skills to improve their confidence, product knowledge, and communication skills.
- ✓ Conducting quarterly performance reviews.
- ✓ Contributing to the growth of the company through a successful team.
- ✓ Creating a pleasant working environment that inspires the team.

## DECLARATION

I hereby declare that the above stated information is true to the best of my knowledge and belief.

## PERSONAL PROFILE

Date of Birth : 14-03-2003  
Gender : Female  
Nationality : India  
Marital Status : Married

## PASSPORT DETAILS

PASSPORT NO : X2517795  
Visa status : Visit Visa

## LANGUAGES KNOWN

ENGLISH  
HINDI  
TELUGU

## PERSONAL SKILLS

- Energetic
- Decision Making
- Communication
- Active Listener
- Flexible
- Problem Solving Ability
- Critical thinking
- Team Works