

JAMANJYOTHI VARSHA

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PROFILE SUMMARY

Recent MBA (HR) graduate (2024) with a solid background in customer service and collections, backed by over 6 years of experience in the BPO industry. Skilled in communication, client handling, conflict resolution, and multitasking in fast-paced environments. Eager to begin a career in the HR domain. Brings a strong understanding of HR concepts along with a proactive mindset, adaptability, and a commitment to team success and organizational growth.

EDUCATION

Master of Business Administration (HR)

CSI Institute of PG Studies, Hyderabad – 2024

Bachelor of Science – Computer Science

Government Degree College for Women, Begumpet – 2021

CGPA: 8.72

ACADEMIC PROJECT

Project Title: *Effectiveness of Grievance Management at ICICI Bank*

Institution: CSI Institute of PG Studies, Hyderabad

Duration: 2023–2024

Key Objectives: The primary objective of this study was to evaluate the effectiveness of grievance management at ICICI Bank by assessing customer satisfaction levels, identifying frequently raised grievances, and analyzing response time and resolution rates. The project aimed to understand the overall grievance redressal framework of the bank and gather insights from both customers and internal stakeholders. Through this analysis, the study intended to highlight strengths, pinpoint areas for improvement, and suggest strategies to enhance the grievance handling process, ensuring better customer experience and operational efficiency.

PROFESSIONAL EXPERIENCE

Customer Care Executive

Sugal & Damani Utility Services Pvt. Ltd., Gurugram

Sep 2021 – April 2025

- Delivered prompt, accurate, and empathetic customer support in a high-volume environment.
- Recognized for product knowledge and consistent customer satisfaction.
- Collaborated with internal teams to streamline support processes and resolve client issues.

Collections Executive

Q connect Business Solutions (IDFC Project), Hyderabad

Jun 2020 – Mar 2021

- Achieved and exceeded monthly recovery targets through persuasive communication.
- Created customized repayment plans tailored to customer needs.
- Ensured up-to-date and accurate documentation of collection efforts

Sales Associate

Magus (iKids Channel), Hyderabad

Sep 2019 – Mar 2020

- Exceeded sales targets by building strong client rapport and delivering tailored product pitches.
- Supported marketing activities and client retention strategies.
- Demonstrated excellent negotiation and closing skills.

SKILLS

- IT Recruitment Basics
- Time Management
- Conflict Resolution
- Creative Problem Solving
- Team Collaboration
- Customer Relationship Management

TECHNICAL SKILLS

- **Languages:** Core java
 - **Web Technologies:** HTML, CSS, JavaScript
 - **Backend:** Advance java, JDBC, Servlets
 - **Database:** MySQL
 - **Tools:** VS Code
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LANGUAGES KNOWN

- English
- Hindi
- Telugu