




HIRANMAYI SHATDARSANAM

Dynamic professional with a zeal to learn and dedication to perform. Adept in handling confidential information with experience as a customer service representative for a global bank. An empath at heart who through curiosity and a motivation to help others is pursuing masters in psychology to aid recovering addicts and spread awareness about mental health issues.

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SKILLS

- Attentive listener
- Keen learner
- Effective communication skill
- Reliable
- Self - disciplined
- Computer literacy
- Adept in Microsoft tools
- Strong communication
- Detail oriented
- Perspective enthusiast

HOBBIES

- Endurance sports
- Volunteer work
- Reading
- Travelling
- Love for arts
- Music lover
- Psychological researcher
- Journal writing

ACCOMPLISHMENTS

- Participated in various debates and elocution programs.
- Debate Winner- School Level
- Participated in Badminton championship - Inter-school sports
- Volunteered in child education camps, cleanliness drives and awareness rallies across city.

EXPERIENCE

Customer Service Representative

Synchrony Financial | Hyderabad, India | 04/2022 - 08/2022

- Achieved a daily target of 90 accounts per day with ease.
- Displayed attention to detail and ability to learn quickly through every task assigned.
- Learnt to efficiently work on new platforms such as Workstation.
- Contributed to increased.

Market Research Analyst

Cloud2SME | Bangalore, India | 04/2018-04/2019

- Analyzed data.
- As a market research analyst my duty here includes functions and was not limited.
- Research, compile and analyze information on services and market conditions to identify new potential in the new markets, sale opportunities and the most effective methods of marketing specified cloud2SME services.

CERTIFICATIONS

Introduction to Psychology
Coursera by Yale University | 83.5%

EDUCATION

Brunel University, London - Master's in Psychology
2022-2023

Swami Vivekananda Subharthi university, Meerut, India
2018-2021

GPA: 6.8/10

Kanaka Mahalaxmi school, Cuddapah, India
2015

GPA: 8.5/10

