

# VENKATESH KATTELA

## EXPERT MORTGAGE PROFESSIONAL

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### PROFESSIONAL SUMMARY

A result-oriented and experienced candidate seeking a mortgage broker position with an intention on building long-lasting relationships with clients and seeking various growth and profitable avenues for the organization.

Highly motivated with extensive customer service and sales experience. Outgoing professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

Diligent and effectively demonstrate products and services, overcome objections and close sales. Persuasive in negotiating contracts and diplomatic in communicating with customers to build long-term, productive relationships.



### WORK EXPERIENCE

#### Expert Mortgage Professional | New Best Credit Mortgage Broker

Dubai – May 2022 – Present

- Analyzed customer's income, assets, investments, and debt related information.
- Identify needs of customers and provide suggestions to the development team
- Advice and assist clients in selecting financial products based on their budget and needs
- Created and delivered presentations to clients in order to educate them on financial products
- Originated mortgage loans via telephone and internet.
- Generated sales by building a strong network through personal referrals and aggressive marketing plans

#### Insurance & Investment Advisor | Orient Insurance PJSC

Dubai - October 2018 - October 2020

- Approached potential clients by using direct marketing mailings and phone contacts.
- Determined client needs and financial situations by listening and scheduling fact-finding appointments.
- Explained advantages, features and disadvantages of various policies to promote sale of plans, boosting overall sales.
- Sold auto, home, life and other various insurance products to individuals and affinity groups within assigned territory using consultative selling techniques.
- Built relationships with clients using active listening and issue resolution to provide excellent service.
- Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas.

#### IELTS Trainer | IELTS Guru

Hyderabad - April 2018 - October 2018

- Screened students who applied for IELTS, PTE, and OET training and conducted TNA (Training Needs Analysis).

- Trained students in batches for the IELTS test in Listening, Reading, Writing, and Speaking (General and Academic).
- Mentored students successfully to meet their goals of achieving 6 to 8 band scores in IELTS GT for immigration purposes.
- Managed diverse groups of students by teaching language acquisition in dynamic academic lessons and closely monitoring progress.
- Used positive reinforcement and provided clear feedback to help students succeed.

### **Insurance Advisor | Gateway Insurance Broker LLC**

Dubai - February 2017 - March 2018

- Scheduled fact-finding appointments and consultations to determine client needs and overall financial situations.
- Explained advantages, features and disadvantages of various policies to promote sale of plans, boosting overall sales.
- Interviewed prospective clients to discuss any existing coverage and obtain data about financial resources and physical condition of person or property.
- Responded to customer calls swiftly to resolve issues and answer questions.
- Provided quotes and promoted products for building, contents and vehicle insurance.
- Carried out administrative tasks such as handling policy renewals, maintaining records and collecting insurance payments.

### **Senior Representative | Synchrony Financial Services**

Hyderabad - April 2016 - October 2016

- Advise account details and set up payment on backlog dues.
- Answered questions quickly via email or return phone call within 8 -hour period.
- Skip trace and contact bank US customers who have been defaulted on Credit card payments in a call center environment
- Resolved issues through careful research and follow-up with customers.

### **Customer Service Associate | Dell International Services**

Hyderabad - August 2014 - April 2016

- Answer US Dell customer concerns via telephone, email and chat. Resolved order status issues, exchanges, and returns.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Informed customers about special promotions and provided detailed information for various products.
- Answered customer telephone calls promptly to avoid on-hold wait times.

### **Team Developer | Bank of America Continuum Solutions**

Hyderabad - October 2006 - August 2013

- Attend bank customers in the US to collect mortgage payments in an inbound call center atmosphere.

- Proactively educate homeowners about federal assistance and other plans to avoid foreclosures.
- Designed and developed forward-thinking systems that meet user needs and improve productivity.
- Used interpersonal and communication skills in interactions, enriching team collaboration, and customer relationships.
- Contributed ideas and suggestions in team meetings and delivered updates on deadlines, designs and enhancements.

### **Customer Service Professional | SITEL India Limited**

Hyderabad - October 2004 - June 2006

- Surpassed performance goals by approaching interactions with resourcefulness, organization and customer-centric solutions.
- Responded to customer calls and emails to answer questions about products and services.
- Provided primary customer support to internal and external customers.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.

### **Direct Sales Manager | WWI Private Ltd.**

Mumbai - December 1993 - April 2003

- Performed analysis of competition to determine strengths and weaknesses as compared to various consumable goods.
- Identified opportunities and cultivated new business through direct marketing and sales activities.
- Coordinated 30+ employees selling Consumable products and services worth over millions of rupees.
- Trained sales work forces to optimum level by imparting a sales method and plan.
- Ran motivational meetings and provided candid feedback to representatives for the improvement.

### **Imports & Exports Agent | Al Saree Trading & Contracting Company WLL**

Doha - January 1986 - January 1992

- Actively assisted the management in identifying key suppliers and manufacturers around the world for foodstuffs, building and contracting material, electrical equipment and accessories etc.
- Procured quotations, booked shipping containers, processed banking documentation to import goods from different countries.
- Maintained inventory records and highlighted shortages and replenished goods on time.
- Performed correspondence with the sellers across the word using, telephone, fax, telex and face to face meetings with delegates.



## **SKILLS**

- Excellent organization, follow-up and communication skills
- Superior Analytical and problem solving skills
- Strong entrepreneurial spirit and competitive drive
- Experienced in developing and maintaining customer relationships
- Adept in evaluating financial histories of clients
- Strong in Indian sub-continent languages - Telugu, Hindi, English, Urdu and conversational Arabic



## EDUCATION, CERTIFICATIONS AND LICENSES

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### **Certificate in Fundamentals of Digital Marketing**

Google Open University  
February 2021 - August 2021

Continuing education in Digital Marketing

### **Advance Diploma in Teaching English**

The American TESOL Institute  
April 2014 – Aug 2015

Completed professional development in teaching English

### **Certificate in IELTS 7.5**

British Council & University of Cambridge  
June 2012 – January 2013

Continuing education in English Proficiency

### **Certificate in Financial Planning**

Financial Planning Standards Board India  
June 2012 – January 2013

Completed professional development in Risk Analysis & Insurance Planning,  
Investment Planning and Retirement Planning

### **Higher Secondary Education**

Intermediate Education Board  
June 1981 – Mar 1983

Completed higher secondary education in Biology and Physical Sciences

### **High School Diploma**

Secondary School Education Board  
June 1978 – April 1981

Completed fundamental education and development

**Declaration:** I hereby declare that above given information is true to my knowledge.

**Location:** Dubai, United Arab Emirates

**Date:**