

Karunya Somandepalli

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Experience

Programmer Analyst

Cognizant Technology Solutions – 12.2020 - present

- i. Analysed and interpreted client queries and issues and ensured that they are captured, validated and triaged for further processing
- ii. Ensured good communication flow between the business and clients across 10 different cross-functional teams.
- iii. Ensured improvement of two previous processes through analysis, reviews and reporting, as well as through automation, knowledge sharing and other organizational changes.
- iv. Assisted with weekly Change Management based on client requirements and ensured the delivery of the relevant change with no business disruptions.

Key Achievements:

- i. Increased efficiency of resolution by identifying the underlying cause of an issue and incorporating the necessary changes.
- ii. Led three cross-functional teams in identifying and resolving a major recurring query for the client.
- iii. Supervised internal knowledge transfer, fully trained 4 employees.
- iv. Received recognition and appreciation from the stake holders for effortless resolution of complex queries and client satisfaction.

Education

Bachelor of Engineering

SJC Institute of Technology – 08.2016 – 08.2020 | CGPA: 6.52/10

Skills

Microsoft Power BI
Python
C++
Microsoft Azure
SAP
SQL
Agile Technologies
Google Cloud Platform – Big Data
Fundamentals
Project Management
Customer Service

Certifications

Microsoft Certified Azure
Fundamentals

Microsoft Certified Power BI Data

Languages

English
Kannada
Telugu
Tamil
Hindi
Korean
Spanish

Interests

Solving crosswords
Singing
Poetry and prose construction