



SREEHARSHA BOGA

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Career Objective:

To be a part of progressive firm which gives an opportunity for career advancement and helps me to gain knowledge and implement in areas of Consulting and Operations.

Educational Qualifications:

COURSE	INSTITUTE	BOARD/ UNIVERSITY	YEAR	AGGREGATE
B.TECH (Chemical Engineering)	University College of Technology, Osmania University, Hyderabad	Osmania University	2015-19	7.12 (CGPA)
XII (MPC)	Sri Chaitanya Junior College, Ameenpur, Hyderabad, Telangana	BIE, TS	2013-15	95.2%
X	Krishnaveni Talent School, Jagtial, Telangana, India	SSC	2013	9.5 (CGPA)

Work Experience:

❖ **Business Operations Specialist, Amazon Development Centre, Hyderabad** (06/2020 – Present)

- Data analysis of customer feedback from various data sources.
- Review and evaluate cases/issues of varied nature according to the specific guidelines with highest degree of accuracy.
- Make sound decisions while performing audits dealing with ambiguity.
- Deep dive and generate insights to come up with new strategies to reduce the complaint rate.
- Identify and implement continuous process improvement initiatives.
- Identify new patterns and use cases to suggest product, policy and business improvements through qualitative and quantitative analysis.
- Responsible for driving increased data quality with more accuracy meeting the productivity goals and solving challenging operational business goals by utilizing data to develop creative process to ensure customers have a great shopping experience in future.
- Trained and mentored 2 associates and lead them clear the ramp within ETA.

❖ **Technical Consultant , Integrhythm India Pvt Ltd., Hyderabad**
(04/2019 – 11/2019)

- Worked on developing and designing a product called Applicant Tracking System on Servicenow Platform
- Made configurations in internal projects which include Time sheets management, Learning Management System.
- Performed testing for a client project and managed the changes occurred when there is upgrade in the DEV/QA instances to the newer versions.
- Created and Lead a team for POC on GRC – Policy Exception

❖ **Student Partner, Internshala**
(06/2018 – 08/2018)

- Promoted Internshala and its products

❖ **Research Intern, Oil and Natural Gas Corporation, Rajahmundry**
(04/2017 – 05/2017)

- Allotted to Well Services department where I worked with my guide on Polymer Water Shutoff in Oil Wells

Freelance:

- Worked on couple of startup ideas to develop the strategy and building it to bring into existence.

Certifications:

- Certified System Administrator - Servicenow (2019)
- BCG Virtual Experience Program on Strategy Consulting (2020)

Skills:

- JavaScript, HTML, CSS
- Microsoft Word, Microsoft Excel, Microsoft PowerPoint
- Public Speaking. Clear understanding of objectives. Specific time management. Strategic planning and execution, Good listener and Observer, data analysis, problem solving.

Leadership Skills:

❖ **Organizing Committee Member of TechnOsmania 2K19**

- Preparation of Souvenir on delivered Presentations and Guest lectures
- Planning, Scheduling and Execution of Meetings between Sponsors and Host
- Handling Treasury

❖ ***Organizing Committee Member of OUMUN 2K17***

- Modeling the schedule of 3 day conference
- Handling of Attendees
- Distribution of flow of work

Declaration:

I, here by declare the information furnished above is true to best of my knowledge.

Sreeharsha Boga,
1st May, 2021
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