RESUME

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Career Objective

The quest to learn to seek an opportunity to leverage my skills me to compete with the emerging technology and widen the spectrum of my knowledge and experience in Data Science, Analytics and Cyber security.

Core Competencies

- Potential to learn, explore, and understand newer domains and technologies.
- Good interpersonal skills, committed, result oriented, hard working with a quest and zeal to learn new technologies.
- Problem analysis and resolution
- Good Knowledge on Software Development Life Cycle and Software Test Life cycle.

Work Experience

1. *Amazon working as ERC Senior Associate from April 2020*

Task handled:

- Receive & log all queries received through phone & email in Panorama / Trouble Ticketing tool

- Responsible to work on ticketing to resolve the queries received from the employee

- Responding to inquiries regarding policies and programs including benefits, attendance, payroll deductions.

- Adhere to defined processes and ensure delivery in accordance with set quality standards.

- Innovative with a commitment to change and process improvement applying KAIZEN and LEAN methodologies

- Integrity and discretion in dealing with sensitive HR information and ensure data privacy at all times.

➢ Take ownership for query resolution and individual metrics.

➢ Knowledge IN Six Sigma methodology and tools HR Applications Used like PeopleSoft 8.9 ver., ADP – US Payroll tool, Time & Attendance System and Trouble Ticketing – Service Request Workflow Web Application

2. *Tracxn* (www.tracxn.com) working in Traxn Limited as **Research Analyst** from Dec 10, 2019 to Mar 2020.

Task handled:

➢ Build in-depth understanding of the Tracxn platform
➢ Deliver high quality and timely output to the client requests in a pre-defined format
➢ Actively seek feedback on the output delivered in daily feedback meetings with Manager

3. *Microland Limited* worked in **Microland Limited** as *Service Desk Associate* in networking from October 23, 2018 to April 23, 2019.

Task handled:

➢ Troubleshooting, diagnosing and resolving hardware, software, and other network and system problems.
➢ Replacing faulty network hardware components as when required.
➢ Comprehensive knowledge of network protocols and services such as TCP/IP, DNS, and DHCP.
➢ Troubleshooting skills of network functions such as security, servers, and routing
➢ Knowledge on designing, implementing, monitoring and managing the local and wide area networks of an organization to ensure maximum uptime for users.

Academics

Degree/Qualification	Institute
B.E (Telecommunication Engineering.)	CMRIT
P.U.C	New Horizon Jr. College
S.S.L.C	New Horizon School

Technical Software Skills

Operating Systems	Windows 7, 8, 10 and UNIX
Documentation	MS Office
Databases	SQL Server, Oracle
Web Technologies	HTML, XML, JavaScript, CSS
Testing Tools	Selenium and UFT
Functional Testing and Manual Testing	Web applications
Language	C, Java, Python and Tableau

Awards and Certificates

1. **IBM Developers Skill Network**

   ➤ Python for Datascience and AI (IBM certified)

2. BESANT TECHNOLOGY

SELENIUM AUTOMATION FRAMEWORK and MANUAL TESTING

Test Automation using Selenium

➤ Python programming to enhance Test Cases

➤ Testing Framework

3. **COURSERA C.A** the following courses listed below:

   ➤ Introduction to Cybersecurity Tools & Cyber Attacks

   ➤ CCNA

   ➤ BIG DATA

   ➤ IOT & SMARTPHONE

Personal Details
Date of Birth: 29-feb-1996
Married Status: Single
Nationality: Indian

Languages known: Telugu, English, Hindi, Kannada, **Tamil**