RESUME

Sushma Sampathi

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## Career Objective

Obtain a challenging position in a leading and innovative firm, where I can exhibit my professional skills and achieve the organizational objectives; thus develop new values and grow along with the firm.

## Skills Included

* Dedicated team worker
* Strong Product Knowledge & Technical abilities
* Clear understanding of business rules, strong conceptual skills
* Ability to deliver under tight deadlines, as a team member

Educational Summary

* **Completed MCA** from Osmania University with distinction
* **Bachelor of Computer Science** from Osmania University with Distinction
* **Higher Secondary School** passedfrom Vani Junior College
* **Secondary School passed** 10th from Vivekananda High School, Hyderabad

Professional Experience:

Currently working as a Senior Process Specialist at Cognizant. (**May 2017 to till date**)

Project: Apple Maps

Client: Apple

Job Description and Responsibilities:

* Working on Addressing and streets issues. Correcting and changing alignments based on the inputs of the apple client.
* Worked on various Addresing and Street projects in Maps.
* Team member of pilot project and worked on various projects of different countries
* Worked on Addressing projects related to Addressing Concerns,Street Issues related to Street naming,Routing issues,Substrate issues,Highways,Shileded routes,Topology
* Giving essential inputs for the success of the project
* Worked on the POI(point of Interest) project dealing with Poi concerns and resolving the issues
* Worked on the EV(Electric Vehicle) Project where the responsibility of placements of chargers on the exact locations as per the resources and routing the users to the respective charging stations.
* Worked on Map Maker project
* Did mentoring for Fresher’s.

Previous Working Experience

Worked at Google Maps as an **Analyst** under payroll of **Globallogic Technologies** with 2.5 yrs of experience

Started journey as a labeler in GOOGLE maps and later moved to QUALITY CHECK where the edits to be analyzed and approve edits done by the labeler.

Client: Google

Job Description and Responsibilities:

* Worked on RMI Issues [Report Map Issue]. This RMI Issues are the Live Issues, Users who are using these Google Maps will report problem to us all error they find in the map which is not supported to the realistic way.
* Assisted and helped to resolve User Inquiries - while they use Google Maps in any device (iOS, Android, Desktop ) - empathetically & accurately on time, which can be related to Directions or Listings or Streets or Addresses.
* Cross-checked with the User made Edits or Concerns with the Internal & External Resources and took proper Actions for them.
* Used Java Developed Tools to Cross-check the User’s Concern - Street view, Heat maps, Snippets and other features for the priority of the Roads to make the maps take the shortest and more efficient route to reach the destinations.
* Have proper Knowledge in using Mapmaker that is used by a User to make any edit go live in maps.
* Have Trained and Worked in two different processes in GT and have enough Knowledge on what the user has been facing issues with the Interface.
* Always have been updated with the Policy changes that have been made before taking any Action on any Issues.
* Updated the Quality and Productivity Stats of Team in Spreadsheets.
* Have been consequently named in Incentives Winner List from past few Months.
* Mentored Newbie's with the Work Flow.

Personal Details:

Name : Sushma Sampathi

Father Name : Sadanand

Nationality : Indian

Marital Status : Single

Languages Known : English,Hindi,Telugu

I hereby declare that the information furnished above is authentic to the best of my knowledge and belief

**Sushma Sampathi.**