



SOMA VINMAYEE

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Career Objective:

Seeking an entry level job in the IT industry where I can use my skills to achieve the organization objective.

Academic Qualification:

Qualification	Name of University	Name of Institute	Years of passing	Aggregate
B.Tech (CSE)	Jawaharlal Nehru Technological University Hyderabad	Malla Reddy Institute of Engineering & Technology	2017	74.4%
Intermediate (MPC)	Board of Intermediate Education	Narayana Junior College	2013	87.2%
ICSE	Indian Certificate of Secondary Education	St. Joseph's Public School	2011	66.1%

Professional Experience:

Having **1 year 6 months** of experience as **Customer Service Executive** in **Amazon Development center, Hyderabad.**

JOB PROFILE:

Shipping and Delivery Support (SDS associate):

- Handling the email queries of North America customers by responding within the stipulated time frame.



- Assisting customers on various reasons like, Enquiry about orders placed, take orders, resolve complaints and provide information about the products on the website.
- Issuing refunds and replacements for the damaged items as per the policies.
- Answer incoming calls from customers to answer inquiries and questions, handle complaints and provide information.
- Showing empathy towards the customers and answer each and every queries to them inorder to prioritize the customer needs and provide appropriate solutions to them.

Personality Traits:

- Optimistic to everyone
- Sincerity
- Hard Working
- Taking Up Challenges

Technical Expertise:

- **Languages** : C, Core JAVA, APEX, Salesforce CRM.
- **Data Base** : MySQL, SOQL, SOSL.
- **Web Technologies** : HTML,CSS, Javascript.

CERTIFICATION:

- **Salesforce Certified Platform Developer I (21302382)**

Extra Curricular Activities:

- 1) Participated and stood 1st in Technical Quiz organized by college.
- 2) Participated in International Olympiad of English Language & also participated in 12th Science Olympiad during my schooling.



Project Details:

MAJOR PROJECT:

TITLE:WE CARE – CANCER AWARENESS FOR WOMEN

Abstract:

Spread awareness about the various and most harmful cancers which can affect women. A platform for medical practitioners and social service organizations to engage in community awareness and education programs. Knowledge of measures that can be taken to prevent these life threatening diseases can lead to the enormous decrease in the number of victims. Early diagnosis and treatment can help cure the disease easily.

MINOR PROJECT:

TITLE:QUICK NOTES – CREATE AND MANAGE NOTES ON INTRANET

Abstract:

The purpose of this document is to define scope and requirements of Simple Notes Management Tool-QUICK NOTES for the employee Intranet of a large business house. The proposed tool will allow the employees to write and access, their notes in

office or on the move. QUICK NOTES is expected to provide:

1. A very simple clutter free user interface.
2. Exceptional ease of use for notes entry, formatting and deleting notes as and when required.

This document is the primary input to the development team to architect a solution for this project.

Personal Profile:

Date of Birth	: 16 th October 1995
Father's Name	: Soma Thrinath Rao
Mother's Name	: Soma Shobha Rani
Mother Tongue	: Telugu
Languages Known	: English, Telugu and Hindi

Declaration:

I hereby declare that the above mentioned particulars are true to the best of my knowledge and believe. I am sure that I will show my best performance if opportunity is given in your esteemed organization.

Place: Hyderabad
Date:

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