

Abhishek Madhura

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CAREER OBJECTIVE

Seeking a role in a dynamic company where I can contribute my ideas and be mentored toward a successful career. Aspire to bring innovation and dedication to the team, fostering an environment of growth and success.

EDUCATION

Bachelor of Technology (B.Tech) (Expected)

COMPUTER SCIENCE AND ENGINEERING | BVC ENGINEERING COLLEGE , Odalarevu
86%

Diploma Jun 2021 - Jun 2023

COMPUTER ENGINEERING | BVC Institute of Technology and Science, Amalapuram
91.93%

SKILLS

FRONT END DEVELOPMENT | HTML , CSS , JavaScript , ReactJS

BACK END DEVELOPMENT | Python , Java , PHP

SOFT SKILLS | Problem solving , Ability to learn Quickly , Communication , TeamWork

MISCELLANEOUS | C , C++ , Java , Machine Learning , Sentiment Analysis , SQL , MongoDB

COURSEWORK | Operating systems , Data Structures and Algorithms , Computer Networks

EXPERIENCE

CUSTOMER CARE EXECUTIVE INTERN | GJ SOLUTIONS Pvt Ltd . | 6 Months 2022-23 | Ameerpet

- Collaborated with cross-functional teams to address customer concerns and improve service processes. Provided feedback to management on recurring issues and suggested process improvements.
- Handled inbound and outbound customer queries, providing timely and effective resolutions. Assisted customers with product inquiries, order tracking, and issue resolution, ensuring high levels of satisfaction. Maintained accurate records of customer interactions in the CRM system.
- Achieved a **95% customer satisfaction rating** by consistently delivering exceptional service. Reduced average resolution time by **20%** through effective communication and problem-solving. Developed strong communication and interpersonal skills by managing a diverse customer base.

PROJECTS

1. STAFF MANAGEMENT SYSTEM | HTML, CSS, JavaScript, PHP | 2022-23

- Developed a web-based Staff Management System to streamline Admin operations, including employee information tracking, attendance management, and performance monitoring. The system provides an intuitive interface for managing staff records and generating reports, improving overall organizational efficiency.
- Successfully deployed the system, leading to a 30% reduction in manual administrative tasks
- Secure login with different user roles (Admin, Employee) to control data access.

2. SENTIMENT ANALYSIS | PYTHON.PANDAS,NLTK | 2024

- Developed a machine learning model to perform sentiment analysis on restaurant reviews, classifying customer feedback as positive, negative, or neutral. The project aimed to help restaurant owners understand customer satisfaction and improve service quality.
- Collected restaurant reviews from online sources and cleaned the data using NLP techniques (tokenization, stop-word removal, and stemming). Achieved **85% accuracy** in sentiment prediction and provided actionable insights for improving customer satisfaction. The system was successfully used to analyze **over 5,000 reviews**, enabling better decision-making based on customer feedback trends.

3. E-Commerce Website Frontend | ReactJS

- Developed a web-based Staff Management System to streamline Admin operations, including employee information tracking, attendance management, and performance monitoring. The system provides an intuitive interface for managing staff records and generating reports, improving overall organizational efficiency.

INTERESTS

- Composing Music
- Playing Musical Instruments for fastly recovering from work stress
- Learning new Things
- Reading Tech Related news

M.Abhishek