




# Somala Ajay

## Customer Support Associate

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### SUMMARY

Dynamic professional with a proven track record at Tech Mahindra Ltd, excelling in backend data management and achieving over 98% accuracy. Proficient in Python and SQL, I leverage strong analytical skills to deliver scalable solutions and enhance operational efficiency. Adapt to collaborating with teams to drive continuous improvement in processes.

### EXPERIENCE

09/2024 – Present Hyderabad, Telangana	<b>Customer Support Associate</b> <i>Tech Mahindra Ltd</i> <ul style="list-style-type: none"><li>- Performed backend data entry and validation for UPS logistics with over 98% accuracy.</li><li>- Managed sensitive shipment and customs data in centralized systems with zero critical errors.</li><li>- Maintained daily SLAs and ensured high-volume efficiency under tight deadlines.</li><li>- Adapted to overnight shifts, consistently supporting business continuity.</li><li>- Collaborated with internal teams to resolve discrepancies and improve audit processes.</li></ul>
10/2023 – 06/2024 Vijayawada, Andhra Pradesh	<b>AI Data Scientist Using Python - INTERNSHIP</b> <i>Trylogic Soft Solutions AP Pvt Ltd</i> <ul style="list-style-type: none"><li>- Developed web scraping tools using Python, BeautifulSoup, and requests to extract structured datasets.</li><li>- Applied <b>OOP principles</b> for modular, maintainable code in AI/Data Science projects.</li><li>- Processed and analyzed large datasets using Pandas, NumPy, and Matplotlib for insight generation.</li><li>- <b>On-the-Job Training (OJT)</b> – AI/Data Assistant Trainee Completed 26+ real-world AI/Tech projects by executing and debugging open-source GitHub repositories and adapting them to client use cases.</li><li>- Implemented <b>API integrations</b> and deployed small-scale Flask/Django applications.</li></ul>

### EDUCATION

06/2022	<b>Bachelor of Technology - BTech Electrical, Electronic and Communications Engineering Technology/Technician</b> <i>Aditya University Surampalem</i>
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### TECHNICAL SKILLS

<b>Programming &amp; Scripting</b> <ul style="list-style-type: none"><li>- Python</li><li>- SQL</li><li>- Bash (basics)</li></ul>	<b>Backend Development</b> <ul style="list-style-type: none"><li>- Flask</li><li>- Django (Basic)</li><li>- Automation Scripts</li><li>- API Integration</li></ul>	<b>Data Analysis &amp; Processing</b> <ul style="list-style-type: none"><li>- Pandas &amp; Numpu</li><li>- Data Cleaning</li><li>- Data Transformation</li></ul>	<b>Database</b> <ul style="list-style-type: none"><li>- MySQL</li></ul>
<b>Developer Tools</b> <ul style="list-style-type: none"><li>- Git &amp; GitHub</li><li>- Cursor AI</li><li>- Docker</li></ul>	<b>Core Concepts</b> <ul style="list-style-type: none"><li>- REST APIs</li><li>- Object-Oriented Programming (OOP)</li><li>- Web Scraping</li><li>- Debugging &amp; Optimization</li></ul>	<b>Machine Learning &amp; AI Exposure</b> <ul style="list-style-type: none"><li>- Model Training (Basics)</li><li>- NLP Summarization</li><li>- Generative AI Concepts</li></ul>	

## PROJECTS

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### **Mail Whisperer (Python, Flask, NLP, Speech Synthesis)**

- Automated email fetching, AI-based summarization, and text-to-speech conversion for hands-free email reading.

### **Internship Projects (20+ AI/Data Science)**

#### *Topics*

- API integration, web scraping, AI/ML pipelines, Flask/Django apps, Docker environments, Generative AI (Chatbots, Prompt Engineering), Tkinter desktop GUIs.

### **Quality Analysis of Rice Granules (Matlab)**

#### *Academic Project*

Designed image processing solution in Matlab to classify rice granule quality with accuracy-based grading.

### **ATS Resume Screener (Python, NLP)**

- Built an ATS-friendly resume parser to evaluate keyword match, format compliance, and content relevance.

## CERTIFICATIONS

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- Programming for Everybody (Python) - HackerRank
- Agile Methodology Virtual Experience Program - Forage
- Python (Basic) - Udemy
- AI Data Scientist - NASSCOM
- Generative AI Introduction - Microsoft Learning

## SOFT SKILLS

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- Fast Learner
- Self-Driven
- Strong Work Ethic
- Detail-Oriented
- Project Management

## LANGUAGES

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**Telugu** — Full Professional | **Hindi** — Elementary | **English** — Professional Working