

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

Customer Support Associate

Tech Mahindra Ltd

- Performed backend data entry and validation for UPS logistics with over 98% accuracy.
- Managed sensitive shipment and customs data in centralized systems with zero critical errors.
- Maintained daily SLAs and ensured high-volume efficiency under tight deadlines.
- Adapted to overnight shifts, consistently supporting business continuity.
- Collaborated with internal teams to resolve discrepancies and improve audit processes.

10/2023 - 06/2024

Vijayawada, Andhra Pradesh

AI Data Scientist Using Python - INTERNSHIP

Trylogic Soft Solutions AP Pvt Ltd

- Developed web scraping tools using Python, BeautifulSoup, and requests to extract structured datasets.
- Applied **OOP principles** for modular, maintainable code in AI/Data Science projects.
- Processed and analyzed large datasets using Pandas, NumPy, and Matplotlib for insight generation.
- **On-the-Job Training (OJT)** - 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.
- Implemented **API integrations** and deployed small-scale Flask/Django applications.

EDUCATION

06/2022

Bachelor of Technology - BTech Electrical, Electronic and Communications

Engineering Technology/Technician

Aditya University Surampalem

TECHNICAL SKILLS

Programming & Scripting

- Python
- SQL
- Bash (basics)

Backend Development

- Flask
- Django (Basic)
- Automation Scripts
- API Integration

Data Analysis &

- ### Processing
- Pandas & Numpu
 - Data Cleaning
 - Data Transformation

Database

- MySQL

Developer Tools

- Git & GitHub
- Cursor AI
- Docker

Core Concepts

- REST APIs
- Object-Oriented Programming (OOP)
- Web Scraping
- Debugging & Optimization

Machine Learning & AI

- ### Exposure
- Model Training (Basics)
 - NLP Summarization
 - Generative AI Concepts

PROJECTS

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

- 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

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