



# Sneha Bhoyar

## Machine Learning Intern

### ABOUT ME

Over 4 years career in Customer Support, currently working as a Machine Learning Intern and I aspire to build my future in software development industry. I am enthusiastic, motivated, ambitious & team-orientated with strong communication, interpersonal and analytical skills.

### CONTACT



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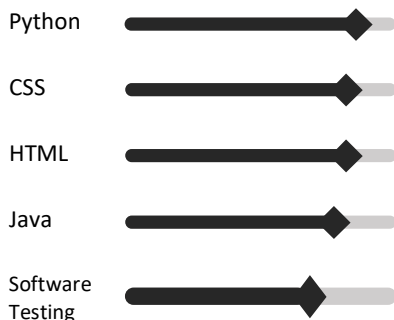


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### SKILLS



### WORK EXPERIENCE

#### TextCK, Mumbai | 12/2022 – Present Date

##### Machine Learning Intern

TextCK Analytics is a deep learning-backed banking tech firm, offering e-KYC and AML products & services to quickly onboard customers.

Here as an Intern I am working to gather customer requirement, analyse it and deliver the solution with our development team.

#### Amazon, Pune | 09/2020 – 12/2022

##### SME Support

Amazon provides online shopping platform across the globe. My role in Amazon as an SME support was to provide end to end solutions to agents for their technical issues, provide training and guidance to new hires. Automate the solution, find the gap in existing process and enhance the internal process and policies.

#### Concentrix | 05/2018 – 12/2019

##### Customer Service Representative

Maintaining a positive, empathetic, and professional attitude toward customers at all times. Responding promptly to customer inquiries. Communicating with customers through various channels.

Acknowledging and resolving customer complaints.

### EDUCATION

#### B.Tech | 2014-2018

JD college of Engineering, Nagpur

#### Diploma Engineering | 2009 – 2011

Shri Datta Meghe polytechnic, Nagpur

### HOBBIES

