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**HARISH KUNJETI**

Mobile No: **8639970031**

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**Professional Summary**

To secure a professional position that utilizes my education in the technical and non technical fields by using teamwork, computer skills & creative thinking

**Work Experience**

1. Name of the Organisation : **Tide Financial Services (Fintech)**

Designation : **Financial crime operations Analyst**

Duration :**March 27th 2023- Sept 25th 2023**

Roles and Responsibilities:

* Used to work on block and blacklisting the accounts by analyzing the type of fraud activities committed by Tide account holders
* Used to do 2nd gen chase with the banks for recovery of fraud funds.
* Responding to emails from external and internal stakeholders
* Used to work with Kustomer, Looker, RCM(JIRA) CRM softwares for processing the fraud reports.
* Used to analyse the fraud reports received for further investigation.
* Supporting customers regarding their queries about their account handling.
* Creating and updating tickets for the Financial Crime team so that the latter is more responsive
* Working closely with the Financial Crime team to help with their operational needs such as account closures, refunds etc.
* Used to work with data received the fraud reports for further investigation process.

1. Name of the Organisation : **Edureka (Edtech)**

Designation : **Customer Service Consultant(Program, Product management)**

Duration :  **November 29th 2021-October 31st 2022**

Roles and Responsibilities:

* Used to work on operations for onboarding the customers and giving the access for the course enrolled, also used to manage customer success related to up sell, cross sell of products with the customers.
* Worked on Solving the customer issues by tickets using Zoho CRM tool for customer satisfaction
* Used to manage, operate team , giving training sessions, reviewing team performance.
* Having experience in operational leadership with a focus on successful Program execution(Courses).
* Used to work on planning, scheduling, executing and managing the program successfully by delivering best experience for the students.
* Collabarating with Sales, Marketing, Engineering, Technical agent teams other stakeholdeers for product implementation, Product Development.
* Used to do market research and analyze market standarads, design for launching new product.
* Having Ux research experience in terms of **usability testing and iterating on designs based on user feedback** .
* Used to work on organizing, planning, and executing projects while working within restraints like budgets and schedules for launching the new product (courses).
* Used to work for managing the Projects by tracking the progress, identifying the issues, implementing the best solution for successful delivery of product.
* Having experience at managing the product Successfully from implementation to growth of the product.

1. Name of the Organisation : **Byjus (Edtech)**

Designation : **Presales Consultant**

Duration :**October 2021 - November 2021**

Roles and Responsibilities:

* To make the bookings for 1 day free trial classes by convincing the parents and making them to attend the free trial classes.
* Used to work on power point presentation with the manager regarding the data and bookings done.
* Used to work with leadsquared CRM for updating the presales booking data

**Projects and Training**

* Completed Internship at “SytiqHub Educational Services Private Limited” for One Month on “IoT BASED AUTOMATION” project.
* Completed major project in “Development of Asbestos free brake pad using orange and lemon peel”.
* I have done Internship as Devops Engineer at Edureka

**Key Skills**

* Analytical, self-motivated and good at problem solving and excellent in maintaining interpersonal relationships.
* Having good knowledge on web research, passion for technology.
* At ease with MS-Office (Excel, Power Point, Word).
* Possess the ability to work with teams on tight schedules and capability to work efficiently under pressure.
* Having good skills in negotiation, client handling, communication
* Having experience working on fraud types like Vishing, Smishing, Phising etc and exposure on financial crime activities.
* Having exposure on tools like JIRA, Kustomer CRM,Confluence, ZOHO CRM'S that were used for solving the queries in the form of tickets
* I am also having experience on how to manage a product after implementing to lead the product successfully(Introduction, Growth, Maturity, Decline)
* Having working knowledge on G-Suite.

**Technical Knowledge**

* Knowledge in MS Tools like Power Point, Word, Excel.
* Having knowledge in decision making and business strategy.
* Having Skills In SQL database
* Having Skills In Cloud Computing Concepts
* Having skills at Devops Tools Maven, Git, Docker, Ansible, Kubernetes, Jenkins
* I am having working knowledge of Command prompt in Devops
* I am having knowledge on how to use CRM tools like JIRA, Kustomer, Looker, Confluence, Slack

**Educational Qualification**

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| --- | --- | --- | --- | --- |
| **Duration** | **Degree** | **Institution** | **Major/subject** | **Percentage** |
| 2016-2020 | B.Tech | SRM Institute of Science and Technology, Chennai | Mechanical Engineering | 76% |
| 2014 – 2016 | Intermediate | Sri Chaitanya Junior College, Tirupati | MPC | 83.5% |
| 2013 – 2014 | 10th Standard | Sri Vidyadhari High School, Pulivendula |  | 85.5% |

**Strength**

* Able to with stand at difficult times without any distractions from my problems.
* Focused towards my goal and having the nature to achieve my goal with strong ability.
* I am a fast thinker and capable of solving problems accurately to achieve best results in my work.

**Personal Profile**

Date of Birth : 22nd July, 1998

Languages Known : Telugu, English ,Hindi& Tamil(I can speak). Linkedin : https://www.linkedin.com/in/hari-kunjeti-a170641ab/

**Declaration**

I assure you that the above-mentioned details are true to the best of my knowledge and belief.