



## SUMMARY

An accomplished professional with more than four years of expertise in advanced audit processes and CRM administration. Skilled in performing audits, managing sensitive due diligence materials, and engaging effectively with both internal and external stakeholders. Demonstrates outstanding communication and training proficiencies.

Additionally, an individual with a creative inclination towards artistry and gardening during personal time.

## EDUCATION

### Master of Science, Organic Chemistry

St. Francis College, Osmania University  
2015 - 2017

### Bachelor of Science, Life Sciences

St. Francis College, Osmania University  
2012 -2015

### Diploma in Clinical Data Management and SAS

International Drug Discovery and Clinical Research  
2017 -2018

## SKILLS

- Proficient in organizational and time-management competencies
- Strong work ethics and adept at interdepartmental collaboration
- Capable of working autonomously and cooperatively within a team setting
- Keen attention to detail and adept at multitasking
- Creative thinking skills and proficient problem-solving abilities

## RESEARCH PROJECTS

- Poster presentation on *Bio-inspired Devices and Emerging Trends in Sciences for Purification of Water from Microorganisms - Nanotechnology* (Sponsored by UGC)
- Thesis on *Determination of Trace Elements in High Purity Water, Acids, Drinking and Ground Water by Analytical Methods* (BARC NCCCM)
- Poster presentation on *Impact of Scientific Advances on Society*
- Thesis on *Proteases Production from Bacillus Species*

## PROFESSIONAL EXPERIENCE

### Senior Executive

Oliva | November 2022 - Present

- Design modules and materials, and deliver comprehensive training to enhance processes and improve quality
- Conduct periodic training sessions for new CRT members on the CRM system, Zenoti and provide in-house training on new process setups and CRM updates
- Manage data reports and submit them to relevant departments for further processing
- Introduce new procedures in clinics to optimize system operations for increased efficiency
- Collaborate with AOMs to address software-related inquiries
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### Clinic Audit Executive

Oliva | April 2019 - November 2020

- Performed quality, workflow, and process compliance audits to assess clinics and propose optimization strategies following industry best practices
- Supported in evaluating the efficiency of internal systems, addressing discrepancies promptly
- Oversaw regular reporting for clinics across South India
- Collaborated with clinic managers and system development teams to enhance the CRM system continuously
- Managed confidential information with discretion, ensuring proper organization

### Customer Support Intern, Discrepancy Management

Amazon Development Pvt. Ltd. | September 2014 - January 2015

- Responded to customer inquiries utilizing articulate and professional verbal and written correspondence
- Managed and resolved social media inquiries or directed them to the appropriate channels for resolution
- Innovated and recorded effective client engagement strategies, ensuring prompt and satisfactory outcomes

### Research Intern

Bhabha Atomic Research Center | May 2015 - July 2016