

RATLAVATH SRINIVAS

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1-93 Harshaguda (vill), Maheshwaram (mdl), Ranga reddy (dist).

✓ Objective

To obtain a challenging and responsible position where, I can contribute my best knowledge of my skills and efforts for growth of the organization as well as my self.

✓ Education

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| • Pallavi engineering College/ Jawaharlal Nehru Technology and Science | 2023 |
| B TECH / EEE | |
| 6.07 | |
| • Nagole Institute of Technology and Science/ State Board of Technical Education & Training | 2019 |
| EEE / DIPLOMA | |
| 60.12 | |
| • Brilliant Grammar High School | 2015 |
| SSC | |
| 8.7 | |

✓ Projects

- **Mini project : An overlapping carrier based SPWM for a 5 Level Hbridge Multilevel inverter**
A Multilevel Inverter is a power electronic device that is used for high voltage and high power applications and has many advantages like , low switching stress , low total harmonic distortion (THD).
- **Major project : SMART COMMAND VEHICLE**
SMART COMMAND VEHICLE (SCVs) are innovative and technologically advanced vehicles designed to enhance the efficiency and effectiveness of command -and-control operations in various domains including emergency response, law enforcement military and public safety.

✓ Skills

- ● Relationship Management & Personnel Management
- Client Onboarding & Retention
- Recruitment & Employee Relations
- CRM Tools (ZOHO CRM, ZOHO Desk)
- Process Improvement & Optimization
- Team Leadership & Collaboration
- Communication & Interpersonal Skills
- Time Management & Organizational Skills
- Adaptability & Continuous Learning

✓ Achievements & Awards

- Boosted annual recurring revenue (ARR) by 94% through strategic upselling and renewal initiatives, exceeding quarterly targets by a significant margin.
- Successfully closed new ARR through creative gap analysis and identifying potential customer needs for new features.
- Managed a team of 10 individuals, providing support, guidance, and fostering a collaborative and productive environment
- Streamlined client support processes by implementing efficient workflows and utilizing CRM tools like ZOHO CRM and ZOHO Desk
- Reduced client resolution time by 20% through proactive issue identification and communication, exceeding customer satisfaction benchmarks.
- Developed and implemented quality assurance (QA) procedures within the Product Management Department, leading to a 15% decrease in service errors. .
- Mentored and coached colleagues on effective quality analysis and techniques, fostering a culture of continuous improvement.

✓ Languages

- English, Hindi, Telugu.

✓ Personal Details

- Date of Birth : 31/09/1999
- Marital Status : married
- Nationality: Indian
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✓ Additional Information

- Proficient in MS Excel and Knowlarity Behavioral Skills.
- Strong leadership, team work and creativity skills.
- Results-oriented, with a dedication to quality and timely task completion.
- Highly adaptable and a quick learner, adjusting to new requirements and environments effectively.
- Prompt decision-making skills, ensuring efficient action.

✓ Declaration

I here by that the above information is true and correct to the best of my knowledge

