

NagaChaitanya.S

Operations Executive &
Data Science Student

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SUMMARY

- *Proactive, result focused OPERATIONS EXECUTIVE with an work experience of around 8 years within the Telecom Arena.*
- *A professional with extensive experience in Client Relationship Management and Team Management in the Telecom industry.*
- *Proficiency and Excellence in Client relation ship and preparation & presentation of monthly trend reports, preparation of MIS reports ,Data preparation in Ms Excel.*

KEY SKILLS

Ms Word, MsExcel, PowerPoint
2007, MS Outlook, MS visio

TECHNICAL SKILLS

Python, R , MsExcel, Ms word,
PowerPoint

PROFESSIONAL EXPERIENCE

Operations Executive

Oct '15- Present

Wifi networks pvt ltd

Bangalore

Responsibilities: Client relationship, Preparing and sending MIS Reports, SLA Management

Wifi Networks is one of the leading telecom VAS companies in the India provides all end to end VAS platforms like 3G Video Gateway, Video IVRS, Video RBT, CRBT, IVRS, Bulk Dialers, SMSC, USSD Gateway + Browser, SUBSCRIBER MANAGEMENT PLATFORM, MCA, CBS, LBS and CMS.

- Analyzing the data and preparing comparison reports to present clients for smooth Business operations.
- Generating and Preparing Daily MIS reports using Mysql and Ms Excel for clients.
- Preparing and sending Bulk data (Base for VAS promotions) to technical team
- Managing Multiple Telecom clients from Airtel, MTN Africa and Roshan Afghanistan from wifi networks pvt ltd.
- Translating the business requirement into technical requirement and interact with the Internal Technical team.
- Single point of contact for assigned Clients
- Managing Claims and procurement for hardware and server replacements and Employee Visits.

Previous Experience

VAS Associate

May '12- Oct '15

Voice Gate Technologies pvt Ltd.

Hyderabad

EDUCATION

MS in Datascience

Jan '21- Present

IIIT bangalore, Liverpool
johnmoore's University & Upgrad

Bachelor of Business Administration

Aug '17- Nov '21

Sikkim Manipal University

Correspondence