

Smaranika Bhattacherya

 smaranika-bhattacherya —  smaranika-bhatt —  smaranika_b@srmap.edu.in —  +91 86175 85773

EXPERIENCE

Customer Service Associate <i>Karmya Lifestyle</i>	Feb 2023 - June 2023 <i>Remote - Hyderabad</i>
<ul style="list-style-type: none">Achieved over 95% first-contact resolution, enhancing customer satisfaction.Managed 60+ daily interactions, boosting retention by 20%.	

PROJECTS

Whatsapp Chat Analyzer <i>Tech Stack: Python, Streamlit, Matplotlib, Seaborn, Wordcloud, Pandas, Emoji</i>	Application Link🔗
<ul style="list-style-type: none">Analyze WhatsApp chats for keyword extraction, user statistics, group statistics, and response time analysis.Processed 1000+ messages per minute to provide actionable insights on communication patterns.	
Election 2024 Analysis <i>Tech Stack: Python, Matplotlib, Jupyter Notebook</i>	GitHub Link🔗
<ul style="list-style-type: none">Conducted an in-depth analysis of the 2024 election results, identifying key trends and voter behavior patterns.Derived ten significant observations providing valuable insights into the electoral landscape.	
MediSync: Advanced Patient Data Management System <i>Tech Stack: Advanced Modular C Programming, File Handling, SDLC architecture</i>	GitHub Link
<ul style="list-style-type: none">Architected a robust patient data management system using advanced C programming techniques, optimizing file handling and dynamic memory allocation; enhanced data processing efficiency by 40% and minimized data errors by 20%.Designed and implemented efficient data structures such as linked lists to ensure secure storage, retrieval, and manipulation of patient records.	
WebDev Playground <i>Tech Stack: Html, CSS, JavaScript, ReactJs</i>	Vercel Link🔗
<ul style="list-style-type: none">Created a platform for real-time HTML, CSS, and JavaScript coding with feedback.Enabled creation and experimentation across 100+ projects, fostering rapid web development proficiency.	
Coffee-House <i>Tech Stack: Html, CSS, JavaScript</i>	Github Link🔗
<ul style="list-style-type: none">Displays 50+ offers and discounts on various products, featuring daily deals to engage customers effectively.	

TECHNICAL SKILLS

Languages: C/C++, Java, Python, Javascript, HTML, CSS, SQL
Frameworks: CAD,React JS, Next JS, Node.js, Express, Tailwind CSS, MySQL WorkBench, TensorFlow
Tools: Git, Google Cloud Platform, Figma, AI and Prompt Engineering, PowerBI, Microsoft365, Excel, Visual Studio, PyCharm
Adobe Suite: XD, Premiere Pro, Photoshop, AfterEffects
Coursework: Data Structures & Algorithms, Operating Systems, Object Oriented Programming, DBMS, Software Engineering, Computer Networks, Computer Organization and Architecture

EDUCATION

BTech in Computer Science and Engineering (Specialised in AI & ML) <i>SRM University-AP, Andhra Pradesh</i>	2021-25 <i>CGPA: 8.78</i>
Class 12th (CBSE - AISSCE) <i>BNR Excellence Academy, Kharagpur</i>	2021 <i>89.6%</i>
Class 10th (ICSE) <i>St. Agnes School, Kharagpur</i>	2019 <i>92.8%</i>

RESEARCH

Resonant Tunnelling Diodes (RTDs) Research <i>Advanced neuromorphic computing by developing nextnano simulations for RTD efficiency.</i>	Aug 2023 - Dec 2023
Associate Researcher, Next Tech Lab <i>Demonstrated self-learning by independently acquiring web development skills in Frontend and Backend Development. Mentored five junior researchers.</i>	May 2022 - Oct 2022

POSITIONS OF RESPONSIBILITY

Programme Lead, Photography Society, SRM University-AP <i>Organized 10+ events, leading 400+ members, boosting attendance by 40% and doubling social media engagement.</i>	Apr 2022 - June 2024
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ACHIEVEMENTS

- 100% Scholarship on Tuition Fees, SRM University-AP
- Best Student of the Year 2019, St. Agnes School, Kharagpur
- Budding Leader Award 2021, BNR Excellence Academy, Kharagpur

LEADERSHIP/EXTRA-CURRICULARS

- Headed Photography Team in National Level Fests: Infinitus and Udgam
- Certified Customer Service Expert
- Skilled at Leadership Ethics and Integrity

[Link to Certificate](#)
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