

EDAKULAPALLY SURESH

EMAIL : suresh.edakulapally@gmail.com | WEBSITE: [Portfolio](#) | PHONE : 6304257629

OBJECTIVE:

Seeking a position in a respectable company where I can use my abilities to the fullest and contribute to the success of the organization.

PROFESSIONAL EXPERIENCE:

Accenture Solutions Private Limited (Customer Service) – January 2024 to Present

- Managed diverse international customer inquiries.
 - Provided timely resolutions to customer issues.
 - Collaborated with teams to enhance customer experience.
 - Knows how to calculate the C-SAT score and AHT.
-

ACADEMIC QUALIFICATION:

- **Diploma in Software Engineering** from **SKILL KONNECT** in Begumpet (2023)
 - **Bachelor Of Technology** in (Computer Science and Engineering) from **Narsimha Reddy Engineering College** with **6.5 CGPA** with **First class** in the year **2022**.
 - **INTERMEDIATE** from **Sri Lepakshi Junior College** with **4.7 CGPA** in the year **2018**.
 - **SSC** from **Zilla parishad high school** with **6.0 CGPA** in the year **2015**.
-

PROJECT SUMMARY:

- **Major Project** : Fingerprint Based ATM System
 - **Mini Project** : Online Land Real Estate Registration
-

TECHNICAL SKILLS:

- **Operating Systems** : Windows 98/2000/XP/7/10/11
 - **Programming Languages** : Java
 - **Web Technologies** : HTML5, CSS, Bootstrap, J Query, Java Script, PHP, WordPress
 - **Database** : MySQL
 - **Development Tools** : VS Code, Dream Weaver, Eclipse, Wamp / Xampp Server.
-

SOFT SKILLS :

- Strong time management skills with the ability to prioritize tasks effectively.
 - Highly self-motivated with a positive attitude and a proactive approach to challenges
-

CERTIFICATIONS:

- Build a **website** using word press from **Coursera**
 - **Java Script** Projects from **Great Learning**
 - **Java** Basics Programs from **Great Learning**
-

PERSONAL DETAILS:

- **Languages Known** : Telugu - Advanced, English - Proficient, Hindi – Intermediate
 - **Hobbies** : Photography, Editing, Watching Anime
 - **DOB** : 13 / 07 / 1999
 - **Address** : 4-1023, New Hafeezpet, Marthanda Nagar, SeriLingampally, RangaReddy, Telangana, 500049.
-

DECLARATION

I hereby state that all the information noted above is accurate to the best of my beliefs and I take full responsibility for the correctness of the information

Date / Place Signature