

CURRICULUM VITAE

Vejandla Hari Sankar

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Professional profile

- ❖ Looking forward for opportunity in a challenging environment, Where I can utilize my Experience and skills in contribution effectively to the success of the organization and also for the improvement of my skills.

Organizational Experience

JULY'2024-TILL NOW TELEPERFORMANCE- Avinya (HYD)

Core competency as a **Technical support executive**

- ❖ Provided first-level technical support to U.S. customers via phone, email, and chat for software, hardware, and networking issues.
- ❖ Collaborated with escalation teams and engineering departments to address unresolved technical problems and improve knowledge base content.
- ❖ Met or exceeded key performance metrics with Adhered to data security and compliance standards including HIPAA and PCI-DSS while handling sensitive customer information.

JAN'2023 – MAY'2024 XIAOMI Exclusive Store

Core competency as a **MI Service BUDDY**

- ❖ Ensuring that client information details are kept up-to-date.
- ❖ Creating and sending invoices and statements to customers.
- ❖ Provided desktop support with Remote Desktop (RD) tools, resolving advanced user issues and system errors and take the control of the Ezzezy++ software.
- ❖ Handled admin-level maintenance tasks like account control, software installations, and configuration updates.
- ❖ Taking Responsibility on GST Purchases and Sales kept up-to-date.

MAR'2022 - NOV'2022 Reliance logistics private limited

Core competency as an **Inbound Associate**

- ❖ Collect and check the invoice Billing are in proper condition.
- ❖ Check and tally the Received stock in the SAP.
- ❖ Monitor Stocks are properly palatalization on pallets, all pallets having proper PUT Away Labels and pallet belts.
- ❖ Followed as per SOP.

AUG'2020 – FEB'2022 CLASSIC MOBILE STORE (XIAOMI STORE)

- ❖ Assisted all customers with choosing the proper cell phone device and plan.
- ❖ Educated customers on technical features and the use of dev

Achievements

- Achieved a Exceed expectation for six consecutive months.
- Recognized as “Top Performer of the Nov 2024 and Jan 2025.

Skills and Strength

- MS Office, Script Kiddies (Cyber Security tools deployment) Git Hub for my repositories, RD, SAP (Inbound Warehouse Management), Tally ERP9 and Ezze++ (GST Billing), E-Way Billing with admin control setting
- I can prioritize tasks, setting goals, planning effectively, and avoiding distractions to increase efficiency and productivity.
- I can analyze complex data, identify root causes of problems, and develop effective solutions and Strong communication is essential for interacting with team and gathering requirements, and presenting findings.

Academic Qualification

- ✧ B-tech (CSE) Newtons Institute of science & technology, Macherla 2024
- ✧ Diploma 72% (CSE) Chundi Ranganayakulu Polytechnic college, Chilakaluripeta 2022
- ✧ SSC (9.2/10) Modern High School, Guntur 2019

Technical Training

- CCNAV7 Training in CISCO Networking Academy.

Personal Profile

- ✧ Date of Birth : 07-08-2002
- ✧ Marital Status : Un Married
- ✧ Nationality : Indian
- ✧ Native Language : Telugu
- ✧ Languages Known : Telugu, English and Hindi.
- ✧ Address for Communication : Riverview colony, Kurnool,
Andhra Pradesh-518002

Declaration

- ✓ I strive to make a meaningful impact in every role I take on. I embrace challenges, take initiative, and continuously learn to exceed expectations.

I hereby declare that information given above is correct and true.

Regards,
(V. Hari)