

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 BUDDY**

- ❖ Assisted all customers with choosing the proper cell phone device and plan.
- ❖ Educated customers on technical features and the use of device.
- ❖ Ensuring that client information details are kept up-to-date.
- ❖ Creating and sending invoices and statements to customers.
- ❖ 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.
- ❖ 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) Git Hub, SAP (Inbound Warehouse Management), Tally ERP9 and Ezzey++ (GST Billing), E-Way Billing
- 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 am ready to make any work given for me as Best as it Allows. If I don't know I am ready to learn.

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

Regards,
(V. Hari)