

# Karthik Reddy Samala

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## Summary

Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

## Skills

- HTML proficiency
- CSS expertise
- JavaScript experience
- Wireframes
- Microsoft Office
- Decision-making
- Network operations
- Wireshark
- Cisco wireless routers and switches
- Firewalls and endpoint security
- Data backups
- VXLAN designs and troubleshooting
- Switching protocols
- Encryption
- Linux Server
- Reporting and documentation

## Experience

### Customer solution specialist | Probe Group – Melbourne, Victoria | 07/2021 – 11/2021

- Handled client inquiries with exceptional professionalism and enthusiasm.
- Provided customer service and issue resolution to increase QA satisfaction levels.
- Engaged customers with proactive strategies to understand needs and develop successful solutions.
- Educated clients on how to conduct transactions with convenient online solutions.

### Digital Interaction advisor | 24/7.ai Hyderabad, Telangana | 08/2018 – 10/2019

- Reviewed customer account information to determine current issues and potential solutions.
- Responded quickly to customer inquiries, needs and problems.
- Documented conversations with customers to track requests, problems, and solutions.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.

### Junior Engineer | Bharat Heavy Electricals Limited | 03/2018 – 07/2018

- Evaluated architectural plans and consulted with clients to understand project scope and objectives.
- Estimated quantities and costs of project materials for owner review.
- Used AutoCad to complete renderings of full project designs and individual components.
- Performed inspections of finished constructions.

## Education

Jawaharlal Nehru Technological University | Hyderabad | 06/2018

**Bachelor of Engineering:** Electrical and Electronics Engineering

Melbourne Institute of Technology | Melbourne | 07/2021

**Masters:** Master of Networking – Major in Cyber security

**Full time Work Visa: YES (subclass 485)**