



madhusudhanmsr8399@gmail.com



8217844051



#343 3RD MAIN 3RD CROSS
KAMALANAGAR,
BANGALORE 560079, INDIA

TECHNICAL SKILLS

Core Java Python

MS Suite and Excel

Sales Force & Ticketing

Knowledge On
Computer Hardware

LANGUAGES

English
Full Professional Proficiency

Kannada
Native or Bilingual Proficiency

Hindi
Full Professional Proficiency

INTERESTS

Server Management

Cyber Security

Books Blogging

Movies and Web Series

Cricket Travelling

MADHUSUDHAN R

To obtain growth oriented and challenging career, where I can contribute my knowledge and skills in my field with professionalism, continuously improving my inherent strength and give the best in whatever I undertake, enabling organizational and personal improvement.

EDUCATION

B.E(Civil Engineering) | 6.88 CGPA

VTU,Raja Rajeswari College Of Engineering,Bangalore

08/2017 - 08/2021

12th (2nd PUC) | 70%

KLE Nijalingappa PU College, Bangalore

06/2015 - 03/2017

10th (SSLC) | 89.92%

Amaravani High School, Bangalore

05/2010 - 04/2015

WORK EXPERIENCE

Senior Process Executive

Infosys BPM Ltd, Bangalore

11/2021 - Present

BANGALORE

Adaptive in Customer Service Skills in both Non Voice and Voice Process. Majorly on Non Voice (CHAT) Flexible and able to do multiple tasks for a provided work.

- Joined as agent to the process.
- Promoted as Acting SME (Subject Matter Expert).
- Knowledge on Sales Force and Automation Tools.
- Ticketing Skills And Acting Team Support.
- Have experience in Quality department in the Project.

Academic Internship

Public Works Department (PWD), Government of Karnataka.

03/2021 - 05/2021

Construction of Pavements

- Got to know about Technologies and methods use in the construction of Pavements and its types along with that IRC Method of designs. Detailing process about the Estimating and Incoming materials at the construction site.

PERSONAL PROJECTS

EFFECT OF IMPROPER BUS STOP LOCATION PN CAPACITY OF SPEED FLOW LOCATION. (06/2020 - 03/2021)

- To study the traffic congestion is caused due to improper location of bus stops, improper geometric design, decrease in level of service, side friction, longer commuting delays in the signals.

ACHIEVEMENTS

Student Member at INDIAN CONCRTE INSTITUTE (IRC). (02/2020 - 01/2021)

Cleared eligibility exam for Banking Exam from PETC and A scholarship holder for Free coaching at GRACE INSTITUTE for Banking and SSC Exams Under the Government of Karnataka. (02/2023 - 05/2023)

Intern Student at National Service Skills Center for computer O level Software Coarse. (05/2023 - 07/2023)

