

Venu Priya Gadipudi

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Aimed to be associated with a progressive organization that gives me scope to update my knowledge and skills in accordance with the latest trends and be a part of team that dynamically works towards the growth of organization and gain satisfaction thereof.

WORK EXPERIENCE:

H.S.E, IRELAND

NOV 2021- PRESENT

Customer Service Representative

- Placing orders (Antigen Kits) for customers.
- Matching the Customer pace of tone and advising all the instructions.
- Maintaining the performance metrics as per the target.
- Analyzing all the updates of the project.
- Led as a team resolver and making sure to check all the orders has passed.
- Reaching the customers back of the failed orders and correcting them.

INFOSYS BPM, IRELAND

APRIL 2021-NOV 2021

Process Executive CSR

- Generating and following up new business leads.
- Maintaining business targets (AHT,CSAT,NPS,WORK,REC).
- Excellent telephone skills by taking ownership of the customer queries.
- Good analytical and troubleshooting abilities.
- Handling Customer Escalations.
- Patient and able to walk customers through troubleshooting and repair process.
- Excellent communication skills.
- Providing technical assistance to customers on inbound & outbound tech support calls.

PROFESSIONAL SUMMARY AND CAPABILITIES:

- Strong knowledge on Networking.
- Have a good command on Microsoft SQL Management Studio and usage of SQL server data tools and Rapid miner tool
- Strong view in visualizing the data in the platforms like Neo4j and Tableau.
- Have a good knowledge on statistics and machine learning concepts.
- Good experience in programming with C and C++ in Microsoft Visual Studio
- Ability to work in both team and independent environments.
- Have varied skill set that ensures high adaptability to any development environment.
- Good analytical, programming and communication skills with accent constructive teamwork.
- Hardworking, self-starter who can prioritize in order to meet deadlines.

TECHNICAL SKILLS:

S.no	Domain	Expertise in
1.	Operating Systems	Windows
2.	Programming Languages	Python, R, and C
3.	Web Technologies	Good knowledge on HTML and XML
4.	Concepts	Computer Networks, statistics and Machine Learning

EDUCATIONAL QUALIFICATION:

- Full time **Master of Science** in **Data Analytics** from **Dublin Business School** during 2019-2020 with **(2:1)**
- Full time **B. Tech** in Compute Science and Engineering from KKR & KSR Institute of Technology, during 2013-17 and graduated in **First class**
- Full time **Intermediate** of state board from NRI Jr. College during 2011-13 and secured an average of **86.1%**.
- Full time **SSC** from Sai Vikas High School during 2010-11 and secured **80%**.

MASTERS PROJECT DETAILS:

Project Name: *SMS CLUSTERING*

Technologies : R

Team Size : 1

Description: Analyzing the bank data and classifying them into different clusters by using different Unsupervised machine learning algorithms. Finding which algorithm gives the accurate results and Segmentation of the data which helps in analyzing the customer transaction types.

Roles & Responsibilities:

- Understand the data and Analyze them.
- Using various machine learning algorithms on the data.
- Finding the accurate machine learning algorithm and automate to segmentation.

UNDERGRADUATE PROJECT DETAILS:

Project Name: Global implementation of Sales and Marketing in Cloud

Technologies : force.com environment and Visual force as developing language

Team Size : 4

Description: This is an application project for understanding and demonstrating cloud computing capabilities using Force.com platform. Objective of this application is to develop and deploy an application in the sales force environment.

Roles & Responsibilities:

- Creating account in force.com platform.
- Understanding the flow of existing platform and its applications.
- Design and Implement the new applications and deploying in the platform.
- Data entry of products and searching for new products and sales details.

DECLARATION:

I hereby declare that the above furnished information is true, and its validity can be verified through legal means.

Venu Priya Gadipudi