Doddi Naveen

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## github.com/naveendoddi naveendoddi.github.io/portFolio/

# Objective

Recent B.Tech graduate with a strong foundation in SQL, Power BI, and MS Excel, seeking an entry-level role as a Managed Services Consultant. Passionate about leveraging data-driven insights to improve IT service delivery and customer satisfaction.

# Education

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| --- | --- | --- | --- |
| **Degree** | **Institute/school** | **CGPA/Percentage** | **Year** |
| B. Tech - IT | Sri Venkateswara College of Engineering, Tirupati | 80 | 2020-2024 |
| Inter - MPC | Sri Chaitanya College, Kurnool | 89 | 2018-2020 |
| 10th – CBSE | St Joseph Public School | 77 | 2017-2018 |

**Skills**

* **Languages**: Python, JavaScript,
* **SQL, Power BI, MS Excel**
* **Data Analysis, Problem Solving**
* **Web Development:** HTML, CSS, Bootstrap
* Data Structures, GitHub, Visual Studio Code
* **Soft Skills**: Communication, Team Collaboration, Adaptability, Time Management

# Projects

## IOT based Advanced Smart Helmet

* The Objective of the project is to develop a smart helmet system which is designed to enhance rider safety and remote monitoring capabilities by using multiple sensors. The Core features of this system include a GSM module to automatically sends SMS alerts in case of Emergencies and Accidents along with integrated alcohol sensor to detect the rider’s alcohol level. In addition to alert functionalities and alcohol detection the smart helmet integrates a GPS module for location tracking which enhances safety by providing real-time data to designated contacts.
* **Tools Required:** MQ3 Sensors, Arduino NANO, GPS Module, GSM Module, Buzzer, Sim Module

## School Management System

* **Tools Used**: SQL, MS Excel, web technologies
* Designed and developed a centralized database system to manage student records, attendance, grades, and teacher schedules. Used SQL to create and query the database, ensuring efficient data retrieval and storage. Implemented features like automated report generation and data visualization for administrative use.
* Streamlined administrative tasks, reducing manual effort by 50%. Improved data accuracy and accessibility for teachers and staff

## Customer Support Ticket Management System

## Description: Developed a database system to track and manage customer support tickets. Wrote SQL queries to categorize tickets based on priority, region, and resolution time. Analyzed ticket resolution trends using pivot tables in Excel.

## Reduced average ticket resolution time by 20% and improved customer satisfaction scores

# Certifications & Achievements

* Advanced Excel Training
* SQL for Data Analysis
* Earned a 5-star rating in Problem Solving on HackerRank.
* Certification in JavaScript 2023 by Udemy.
* Nptel - The Joy of Computing Using Python