

Pawan Sai Pentapati

Business Operational Specialist

Dependable Quality Auditor with track record of success in field, attention to detail and proactive mindset. Seeks opportunities to improve processes and workflows for team benefit. Conscientious, hardworking and excels at multitasking in fast-paced environments.

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<https://pawansaips.github.io/Ps.github.io/>

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Andhra Pradesh, 535002

SKILLS & HOBBIES

Proficiency in Excel

Microsoft Applications

Team Building

Problem Solving

Dependable and Responsible

Sketching

Memer

Content writer and developer

Blogger

LANGUAGES

English ★★★★★

Telugu ★★★★★

Hindi ★★

CERTIFICATIONS

SQL for Data Science

Google Coursera

Azure Synapse SQL Pool - Implement Polybase

Google Coursera

Data visualization in Excel

Google Coursera

Machine Learning

SkillUP by Simplilearn

Six Sigma (Short Course)

OXford Home Study Centre (HSC)

SQL for Non-Programmers

LinkedIn Learning

WORK EXPERIENCE

Amazon Development Centre (India) Private Limited

Business Operational Specialist

(Nov'2021 -)

Performed Quality Audits.

Writing Syntax for Rule Writing.

CER (Customer Exposure Rate).

Automation | Macro VBA.

Set specific goals for projects to measure progress and evaluate end results.

Implemented strategies to take advantage of new opportunities.

Identified areas for improvement, narrowing focus for decision-makers in making necessary changes.

CONCENTRIX

Representative Operations

(Jul'2018 - Nov'2021)

Pulling inventory from allocated service areas and distributing among team.

Performed aged and FI claims in time frame with quality.

Worked in automation team.

Conducted Process training and Error sessions to improve quality.

RCM, Cash Posting, Aetna Process.

Handled client escalation calls and mails.

Trained new people for high dollar Support towards processing for Vizag and NCO Locations.

BS2 GLOBAL SOLUTIONS

Data Entry Operator

(Apr'2018 - Jul'2018)

Data Entry Associate.

Suggested Website designs and implemented ideas.

Increased the trend of Inventory.

EDUCATION

AQJ College for PG, Visakhapatnam

Masters in Computer Applications

7.5 CGPA

(Jul'2018 - Aug'2020)

Academic Project on College Parent Interaction on Android Application.

Submitted Documentation in SDLC Format.

Maharajah's College Autonomous, Vizianagaram

Degree B.sc [Computers]

7.8 CGPA

(Mar'2015 - Jun'2018)

Project work on Autonomous section (Collecting the details of controllers as well as functions of autonomous).

Submitted Documentation and PPT.

HONORS & AWARDS

Cloud Computing

Certification of merit

Presentation on Cloud computing

Recent Trends in applied Science and computer applications

Two-day workshop

Work shop at Gitam Institute of science.

Internet of things

Group Discussion

Presented how trends changed with the generations.