Sucharitha Gude

CONTACT

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PROFESSIONAL SUMMARY

- Highly Ambitious Research Analyst , I have 3.5 years of expertise in the International Non-voice process for Google Services. I have contributed to numerous projects during the course of my career.
- Committed to timely delivery and having a good attitude in a collaborative setting.
- I have an optimistic mindset and a strong focus on client satisfaction. I've successfully handled customers' demands and concerns with my forward-thinking ideas.
- Being self-driven, capable of making decisions to fulfil operational deadlines, and setting priorities that are effective at work. Adapt easily to new concepts and responsibilities.

WORK EXPERIENCE

Cognizant Technology Solutions   April 2022 — November 2022
Process Executive

- Worked as Process Executive for Google Ads in Google Customer Service (G.C.S).
- Provided email support for consulted tickets from customer enquiries in accordance with Googles training, standards, policies, including providing diagnosis and resolution.
- Identified and resolved customer problems through ticketing systems via Email with accurate solutions to customer enquiries.
- Improved the customer experience by providing fast, friendly and effective service.
- Ensured that all requests from the clients are addressed in timely manner to reach the SLAs.
- Followed First time approach in providing accurate resolution & reducing re-open cases. Creating and Optimizing multiple Google Ads accounts.
- Refer unresolved customer grievances or special requests to designated departments for further investigation to resolve the tickets.

Teleperformance   March 2019 — November 2021
Senior Analyst

- Worked as Sr. Analyst on R/Mi- (Research and machine Intelligence) in Google Services. The Main role in this process is to help in making an algorithm for Machine Learning. Understand the pattern of huge volume i.e., Photos/audio/Videos that are available in the master database in turn to create algorithms that provide the best suggestions and results to the end users.
- **Worked on Multiple Projects:**
- Gender and Age Sensation

- Mask Painting Labelling
- Human localization
- Google Assistant audio recorder Loco_Labeling
- Loco-localized Narratives and IHAL.
- Managed verifying the content such as photos, audios and video files simple annotation tasks relevant to ML data process using a Crowd Compute tool.
- Study and participate in data collection activities when scripts and instructions are provided.
- Track the queries related to annotation data collection and use them to share them with the relevant stakeholders. Helps to test new Sop's (Standard operating Procedures) and offer suggestions and improvement to tools.

EDUCATION

Master Of Science (M.Sc)   August 2015 — April 2017
Bhavan's Vivekanada College

Bachelor Of Science (B.Sc)   June 2011 — May 2014
St. Pious X Degree & Pg College For Women

Bi.P.C (Intermediate)   June 2008 — April 2010
Sri Chaitanya Junior College

SSC   June 2007 — March 2008
Gujarati High School

SKILLS

- Computer literacy with knowledge of MS office, Word, Power Point, Excel and Email Etiquette.
- Customer Service, Google Docs, Google Sheets, Google Ads and Digital Marketing.

ACHIEVEMENTS & AWARDS

- Participated & won 1st prize in Creative Writing & Essay Writing at College & School.
- Participated in National Seminar (Detection of Food Adulterants using Molecular Techniques).
- Participated in Workshop on "Molecular diagnostics: Analysis of single nucleotide Polymorphism (SNP) in p53 gene".
- Received appreciation from the client for delivering the project with 99% Quality and before the Deadline.

LANGUAGES KNOWN

- English, Telugu & Hindi

INTERESTS

- Playing Badminton & Carom
- Reading Books & Arts