MOUNIKA KANDIBOYINA

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CAREER OBJECTIVE

Thrives in stimulating environments, encourage effective teamwork, takes initiative, and motivates efficiency. Aspires to work in an environment that prioritizes collaborative working amongst peers who motivate each other to accomplish common goals and that enables me to experience value-based growth and working satisfaction while assuring personal career advancement.

EXPERIENCE

Sapphire Software Solutions — *01/01/2020 -*
Sr. Technical Support Coordinator

1. Dealing with clients for gathering their requirements and troubleshooting the technical errors and providing front-end support to them for software implementation and utilization.
2. Ensuring effective front-end and back-end functionality of applications and consulting with the software development team to improve application performance.
3. Handling the Clients escalation as a L2 Support Coordinator and establishing the root causes of software & application errors.
4. Performing analyses on software functionality and keeping a record of configuration changes and scheduling application updates and documenting processes and monitoring software performance metrics.
5. Need to manage all the client data in CRM Tool and Ticket process for managing the client records.

POSITIONS OF RESPONSIBILITY

1. I joined as a new employee for the role of Technical Software Support Engineer, and after ten months I was promoted to L2 Technical Support Coordinator, incharge of a team of nine to ten members and to handle the client escalations.
2. Client Service and Email Communication with the clients is conducted on a daily basis for troubleshooting the technical issues and acquiring their requirements.
3. Analyzing software functionality and recommending improvements to our software development team in order to improve performance and create user-friendly software for our clients.
4. Script & Content Writing, Creating Client Testimonial Videos and Service Videos (Product Based).

EDUCATION

HJD institute of Technical Education & Research, Gujarat — *2020*
Bachelor's of Engineering in Computer Engineering (B.E)
8.11 CGPA

Guru Nanak School for Excellence (GSEB), Gujarat — *2016*
Higher Secondary School Certificate
60%

Atmiya Vidhyapeeth (CBSE), Gujarat — *2014*
Secondary School Certificate
8.4 CGPA

TECHNICAL SKILLS

Analytical Skills
Troubleshooting Technical Errors
Gathering Client Requirements
MS Office (Excel, Word, PowerPoint)
HTML
Adobe Photoshop
Corel Draw

PROJECTS

Emotion Detection System using Machine Learning — *6 months*
The Utilization of machines to perform various undertakings is always expanding in the Public eye. Giving machines the art of recognition can lead them to play out an incredible assortment of assignments. The main objective was to recognize the facial expressions of a person and to encourage better Human Machine Interaction. For building a system that detects the facial expression of a person with higher accuracy that too less complex then previous system.

Smart Garbage Monitoring System   *6 months*

This is basically a hardware device which measures the depth of garbage using utltrasonic sensor indicates through LED light.

Smart Railway System   *2 months*

This is basically a hardware device which indicates the crack on the railway track to alert the authority and automatically lights will on/off when train passes through the tunnel.

INTERESTS

1. Product Management
2. IT Analyst
3. Project Management
4. Client Management
5. Application and ERP Management

ACHIEVEMENTS & AWARDS

1. Employee of The Quarter Award received in Sapphire Software Solutions Company.

2. Won first and second place in several elocution competitions held at college.

3. Sub-Coordinator in Web-O-Mania at "15th ISTE State Annual Student's Convention- 2018".

4. Student Coordinator of Training & Placement Cell of my college and Student Member of ISTE Society.

5. Participated in SSIP screening for students & Start Up's -2019 and also participated in Model Making "15th ISTE State Annual Student's Convention- 2018".

PERSONAL PROFILE

Date of Birth	:	10/Dec/1998
Nationality	:	Indian
Hobbies	:	Reading, Theatre, Community Service, Dancing
Languages Known	:	English, Hindi, Gujarati, Telugu
Strength	:	Leadership and Management Skills, Communication and Presentation Skills, Persuasive Skills, I am more adaptable and keen to learn all new things

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DECLARATION

I solemnly declare that the above furnished information is true to the best of my knowledge and that I will be held responsible for any deviation from them at a later stage.

MOUNIKA KANDIBOYINA