Venkata Sai Srikar Kuchi

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Summary

Customer-focused BCA student and CMA aspirant with strong communication skills and basic technical knowledge in HTML, CSS, JavaScript, and Python. Seeking an **entry-level position in the BPO / customer support industry** to provide high-quality **voice and non-voice (chat/email) customer service**. Adaptable, quick learner, and flexible for **rotational/night shifts and relocation within India**.

Education

2023 – Present	**Bachelor of Computer Applications (BCA)**, Aditya Degree College	Kakinada
2022	**Intermediate (Class XII)**, Aditya CA Academy – 72.9%	Kakinada
2020	**SSC (Class X)**, Aditya Public School – CGPA: 9.7	Kakinada

Skills

Customer Support	Voice and Non-Voice (Chat/Email), Call Handling, Customer Interaction, Query Resolution, Complaint Handling
Technical	HTML, CSS, JavaScript, Python (Basic), Windows OS, MS Word, MS Excel
Soft Skills	Communication, Active Listening, Time Management, Teamwork, Adaptability, Problem Solving, Stress Handling

Experience

MERN Full Stack Development Intern, Adhoc Network Tech Company   Apr 2025 – Jun 2025

- Completed 60+ structured internship tasks under mentor supervision in a deadline-driven environment.
- Assisted in front-end development using HTML, CSS, and basic JavaScript based on given requirements.
- Worked with team members through online coordination and documentation tools.
- Improved professional communication, written updates, and client-style interaction skills.

Projects

Finnatrix – Financial Automation Platform (Student Project)

- Developed a concept-level financial automation system for preparing Final Accounts.
- Automated generation of Balance Sheet and Profit & Loss statements as per Companies Act, 2013.
- Strengthened understanding of structured data, process flows, and system-based information handling.

SJ Creative Labs – Company Website

- Designed and deployed a responsive multi-page website (Home, Services, About, Contact).
- Enhanced UI/UX for smooth navigation and easy access to key information for visitors.
- Applied real-world client-style change requests and basic content management.

Certifications

Cisco Certification in C Programming	Cisco Python Essentials
Python Basic Certification	EdX – Business Writing Techniques
Infosys Certification – MS Word	Web Technologies Hackathon

Additional Information

- Comfortable with international and domestic **voice and non-voice** customer support processes.
- Willing to work in **24/7 environments** with rotational and night shifts.
- Open to BPO roles across sectors like **Telecom, E-commerce, Technology, Utilities**.