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Hyderabad

## EDUCATION

Bachelor of Science

Gauthami Degree College

2019 - 2022

## EXPERTISE

Stakeholder management

Process Management

Google Adwords

Google Analytics

Excellent Communication

SEO

## WEAKNESS

Workaholic

Concerned

## HOBBIES

Learning new concepts

Process improvement

## Skills

Organized ● ● ●

Communication ● ● ●

Teamwork ● ● ●

Timely SLA's ● ● ●

Critical thinking ● ●

# SHIVAM PAINULY

## Analyst

## ABOUT ME

I am a firm believer in continuous learning and professional development and highly motivated to contribute my existing knowledge and expertise to a dynamic and collaborative work environment and I am eager to leverage opportunities to further hone my skills and acquire new ones. This pursuit of growth will not only enrich my personal experience but also allow me to become a valuable asset to the organization.

## WORK EXPERIENCE

### ○ Analyst

**Google Operations Center** · Full-time  
Oct 2023 - Present

Gathering, analyzing, and interpreting data to apply analytical solutions to resolve intricate business issues. This involves working closely with stakeholders to comprehend business requirements, troubleshoot problems, and offer actionable insights, ensuring the maintenance of service level agreements.

### ○ Research Analyst

**Cognizant** · Full-time  
Jan 2023 - Oct 2023

Worked as a Research Analyst at Cognizant, specializing in Google Adwords. My primary responsibility involves conducting research to pinpoint potential stakeholders and helping them in promoting their businesses online

### ○ Operations Support Associate

**Amazon** · Full-time  
Oct 2022 - Jan 2023

Provided primary customer support to external stakeholders. Answered product and service questions, suggesting other offerings to attract potential customers. Communicated with vendors regarding backorder availability, future inventory, and special orders.



## Certifications

2024

### Generative AI

Issued - Google

- Generative AI
- Discriminative AI
- Labels
- Supervised, Unsupervised, Deep learning models

2024

### Networking Basics - Nvidia

Issued - Nvidia

- Fundamentals of Networking incl., Tcp Ip, Osi, FTP.
- Data Transfer, UDP, Flow control, Data Center

2023

### Google IT support - Fundamentals

Issued - Google

- Learnt about Networks, protocols.
- Troubleshooting
- Bits and bytes of the computers
- Bios, OS - Types, IOT , TCP - IP, Installation, Desktop Support

2024

### CompTIA a+ Network

Issued - Comptia

- Currently enrolled

2023

### IT – Asset Management

Issued - Udemy

- Asset lifecycle management
- Asset tracking and monitoring
- Software asset management (SAM) & Hardware asset management (HAM)
- Financial management

2022

### Digital marketing – Fundamentals

Issued - Google Digital Garage

- Marketing and types
- Bidding
- Data Visualization

2022

### Knock down the lockdown

Issued - TCS ION

- Email etiquette, Resume writing
- Professional development, communication skills.

## Language

English

Telugu

Hindi



## SUMMARY

Highly motivated and professional with almost 2 years of experience providing high-level support to external and internal stakeholders. Proficient in managing calendars, organizing meetings and team huddles, handling confidential documents, and communicating with internal and external stakeholders. Possess exceptional communication and interpersonal skills with a proven ability to work independently and as part of a team.