KRUPASWI DURGAM

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Objective:

☐ Working as Customer service professional in Sitel India pvt ltd, Hyderabad

- Always strives for full PACMAN(full production with quality)
- Proficient in solving queries and dealing with clients
- Giving 100% production with quality
- First priority is always work and customer satisfaction along with client requirements
- Can extend my shift as per requirement
- Good at communication and helping others if required at work

Profile Summary:

- ➤ MCA from Vasavi College of Engineering, Ibrahimbagh, Hyderabad, 2018.
- ➤ Proficient in finding and resolving malfunctions, using exceptional technical and communication skills.
- ➤ Ability to express technical concepts clearly to people with no technical background.
- ➤ Worked on academic projects like CAPTCHA Generation, Quiz Games and Uniform Embedding for Efficient JPEG Steganography .
- ➤ Adept in Internet Applications.
- ➤ An effective communicator with excellent interpersonal, logical thinking & analytical abilities.

Academic Qualification:

Qualification	Board/university	School/College	Year of passing	Aggregate
MCA	Osmania University, Autonomous	Vasavi College of Engineering, Hyderabad	2018	6.98 CGPA
BSC (Computers)	Kakatiya University	Singareni Womens Degree College, Mancherial	2015	74%
Intermediate	Board of Intermediate	Sri Triveni junior college, Hyderabad	2012	74.7%

S.S.C	Secondary school of certificate	Little Flowers High School, Mancherial	2010	79.6%

Work Experience

Working in **Sitel India pvt ltd** as Customer service professional since 22 months

Project Details

Project Name : Ally (US Bank)

Process Name: Ally (Banking support)

Designation: Customer service professional

Achievements:

Received a certificate of achievement as reached for the STAR 2020 from Sitel (for yearly best performance)

Technical skills:

- Basic Knowledge of C, Java, SQL, HTML.
- OPERATING SYSTEM: Windows7/XP, Ubuntu.
- Knowledge of Microsoft office.

Major project:

TITLE: UNIFORM EMBEDDING FOR EFFICIENT JPEG STEGANOGRAPHY

DESCRIPTION:

- The main focus of this project is to covert communication. The process of hiding the information behind an image or a picture.
- Languages used: JAVA, Swing, NetBeans IDE.

Mini Project:1

TITLE: CAPTCHA GENERATION

DESCRIPTION:

- The main focus of this project is to prevent exploitation by bots while using public web services.
- Languages used: Java, PHP, XML, HTML.

Mini Project:2 Mini Project: 2

TITLE: QUIZ GAME

DESCRIPTION:

- The main focus of this project is to check the user IQ level with the random quiz questions.
- Languages used: C, MySQL.

Personal Skills:

- Good analytical and communication skills and ability to work independently.
- Time management skills, Quick learner, Dedication to work, Sense of responsibility.

Achievements:

- Successfully done two mini-projects on Captcha generation and on Quiz games and also major project on Steganography.
- CBIT certificates on CodeChef and DBMS, done certification course on CISCO.

Personal Details:

Name   : D. Krupaswi

Date of Birth   : August 30,1994

Declaration: I hereby declare that the above mentioned information is true to the best of my knowledge.

Hyderabad   D.Krupaswi