SOWMYA TEEPIREDDY

Montgomery , Alabama | +1 334 895 3087 | steepire@aum.edu

CAREER OBJECTIVE

A motivated person with an expertise in the software sector and I aspire to be a part of ever dynamic and progressive organization where I can continuously learn and contribute to the growth of the college and which offers me innovativeness, challenges to enhances my skills.

EDUCATION

Auburn University, Montgomery, Alabama   **Present**
Masters in Computer Science.

Gudlavalleru Engineering College, India   **2022**
Bachelors in computer science of engineering and technology.

EXPERIENCE

HCL TECHNOLOGIES LTD - CHENNAI, INDIA   **2022 - 2023**
Graduate Engineer Trainee
- Team Center
- Pre OTP in java
- HCL Mandatory Training
- Client Interaction
- Client Service

EFFTRONICS [INTERN] - MANGALAGIRI, INDIA   **JAN 2022 – MARCH 2022**

- Analysis of Amazon cell phone review using IBM Cloud
- Artificial Intelligence & Machine Learning
- To find out whether the review on a product is positive or negative.

FIRST SOURCE [INTERN] - VIJAYAWADA, INDIA   **JULY 2021 – DEC 2021**

- Take Customer calls and provide accurate, satisfactory answers to their queries and concerns.
- De-escalate situations involving dissatisfied customers, offering patient assistance and support.
- Call clients and customers to inform them about the company's new products, services and policies.
- Documenting and tracking customer support requests using ticketing systems to ensure timely resolution and follow-up.
- Help to train new employees and inform them about company's customer management policies.

PROJECTS

- Employee Management System
- Intelligent part numbering LOV ITK utility, workflow.
- Transmitting Data Securely by Steganography and a Cryptography.
- Use of Artificial Neural Networks to Identify Fake Profile.

PROGRAMMING SKILLS

- C
- Java
- Python
- HTML
- CSS
- SQL
- MS Office

TECHNICAL SKILLS

- Technical Support
- Troubleshooting
- Customer Service
- Remote Support
- Software Troubleshooting

PERSONALITY TRAITS

- Good Customer service skills
- Hard working
- Strong Organizational skills
- Good verbal communication skills.
- Following tech updates
- Highly organized
- Team player
- Effective communication

CERTIFICATIONS

- **Udemy** : Python for Absolute Beginners.
- **Course Era** : Using database with python, using python to access web data, python data structures, Programming for everybody (getting started with python).
- **Workshop** : Engineering Orientation program conducted by APSSDC in 2018, Game development using unity engine conducted by APSSDC in 2019.

ACHIEVEMENTS

- Organized various events during our college fest.
- Actively participated in workshops & coding clubs at college.

LANGUAGES

- Telugu   - Fluent
- English   - Fluent
- Hindi   - Fluent
- Spanish - Beginner

HOBBIES

- Musical exploration
- Cooking
- Exploring New Places
- Surfacing over Internet
- Playing Games