Venkata Sai Telanakula
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SUMMARY
Customer-focused professional with 4+ years of experience delivering exceptional service and technical support across enterprise systems. Proven expertise in order processing, cross-functional coordination, and customer issue resolution. Adept in SAP, ServiceNow, and Microsoft Office tools with a strong track record in building lasting client relationships and improving service efficiency.

TECHNICAL SKILLS
Languages: Python, SQL, SAP ABAP, HTML, CSS
Operating Systems: Windows, Linux, Mac OS
Applications: Microsoft Office Suite, Google Workspace, Jira, Service Now, Trello, Zendesk, Power BI, AWS, Azure, Citrix
Service Desk and IT Support: SAP-HR, HR ABAP, HR Payroll, ECC, ERP, GRC, SSO, User Provisioning, Active Directory, CRM

PROFESSIONAL EXPERIENCE
Saint Louis University, USA

Student Worker, Office of the Registrar   Jun. 2024 - May 2025
- Facilitated course credit transfers by efficiently managing student records and transfer evaluations using Salesforce, Slate Admin, and AppXtender, ensuring accurate and timely processing of academic credits.
- Streamlined data entry and retrieval processes, improving efficiency in handling transfer credit documentation.

Project Lead, Excelerate, Intern   Dec. 2023 - Feb. 2024
- Spearheaded the development of interactive data visualization dashboards using Tableau and Power BI, transforming complex educational datasets into actionable insights that informed strategic decision-making.
- Conducted in-depth analysis of digital marketing trends and user engagement metrics, resulting in recommendations that improved campaign performance by identifying key audience segments and optimization opportunities.
- Designed and implemented customized digital strategy tools that integrated market research, competitive analysis, and performance metrics to enhance organizational value and drive growth initiatives.
- Collaborated with cross-functional teams to translate data findings into strategic recommendations, effectively communicating technical concepts to non-technical stakeholders.

Cognizant Technology Solutions, India

Associate, Chennai, Tamil Nadu   Mar. 2023 - Aug. 2023
- Delivered exceptional technical support as the primary point of contact, efficiently resolving complex HR security and system access issues through Service Now and Jira tools.
- Demonstrated advanced expertise in Success Factors, user provisioning, role administration, ESS/MSS implementation, and Time & Org Management, optimizing system performance and reducing resolution time by 30%.
- Orchestrated cross-functional collaboration to strengthen security infrastructure, consistently exceeding KPI targets and implementing preventative measures that reduced recurring issues by 25%.

Programmer Analyst, Chennai, Tamil Nadu   Dec. 2022 - Feb. 2023
- Developed and implemented comprehensive documentation for user access procedures and security protocols, creating standardized processes that improved team efficiency and reduced onboarding time for new system users.
- Managed payroll activities using PA30 and PA40, and conducted user access reviews with SUIM, SU01, and PFCG.

Programmer Analyst Trainee, Chennai, Tamil Nadu.   Nov. 2020 - Nov. 2021
- Identified and assigned missing authorizations based on customer requirements, ensuring proper documentation.
- Delivered timely support for project requirements while maintaining high-quality standards.
- Automated bulk data replication solutions to improve system efficiency and enhance customer experience.
- Automated SAP role assignments and mass updates using LSMW and SU10, improving efficiency and accuracy.

PROJECT
Merck KGaA, Germany   Feb. 2021 - Aug. 2023
- Provided end-user support for HR-payroll systems, ensuring seamless technical and functional operations. Conducted training sessions for new users on system processes and security protocols.
- Maintained and analyzed priority issue data to reduce SLA breaches. Developed and utilized Integrtr tool for SAP log monitoring and error identification.

Achievement: Awarded star performer for exceptional customer support services and technical expertise

EDUCATION
Saint Louis University, St. Louis, MO   Aug. 2023 - May 2025
Master of Science in Information Systems, School of Professional Studies   GPA: 3.8/4.0
Narayana Engineering College, Andhra Pradesh, India   Jun. 2017 - Sept. 2020
Bachelor of Engineering, Mechanical Engineering