

VELAGALETI BHASKAR

Aspiring IT Professional

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SUMMARY

- I am an enthusiastic and dedicated professional pursuing a Master's degree in Computer Applications while leveraging my skills through various experiences in customer service and academic environments. With certifications in Python and web development, I excel in technical concepts and enjoy mentoring students in complex subjects. I aim to contribute effectively to any organization that values knowledge sharing and professional development

EXPERIENCE

Customer Service Associate

Cogent E Services Private Limited

05/2023 - 09/2023 Bengaluru

A customer service organization offering diverse services

- Managed in bound calls
- Resolved problems related to DTH services
- Responded to customer inquiries, providing information about services or products, and resolving minor issues

Junior Lecturer

Pragati Vidyalaya Junior College

11/2023 - 03/2024 Samalkot

A junior college providing education to high school students

- Assisted students with understanding complex topics and concepts
- Provided academic guidance and mentoring students on assignments, projects, and career advice
- Participated in departmental meetings, committees, and academic events

EDUCATION

Masters in Computer Applications (MCA)

Adikavi Nannaya University MSN Campus

PURSUIING Kakinada, Andhra Pradesh

Bachelor of Science (BSC) in MPCS

S.R.V.B.S.J.B. Maharani College

CGPA: -8.3 Peddapuram, Andhra Pradesh

Intermediate (MPC)

Pragati Vidyalaya Junior College

CGPA: -8.3 Peddapuram, Andhra Pradesh

Secondary School

MPL High School

CGPA: -9.5 Samalkot, Andhra Pradesh

LANGUAGES

- ENGLISH
- TELUGU
- HINDI

PROJECTS

COMMUNICATION PROJECT | 08-2022

A Communication project on a CORONA vaccination survey involves researching public attitudes, behaviors, and knowledge about COVID-19 vaccination.

KEY ACHIEVEMENTS

- Improved Customer Service**
Resolved 95% of customer inquiries daily, improving service satisfaction.
- Effective Student Mentorship**
Assisted students monthly in achieving academic goals.
- Professional Certification Completion**
Completed technical certifications enhancing professional knowledge.

STRENGTHS

- Organizational Skills**
Strong organizational and time management skills
- Communication Skills**
Good communication and interpersonal skills
- Adaptability**
Ability to adapt to new situations and challenges
- Detail Oriented**
Detail-oriented approach capable of managing multiple tasks
- Problem Solving**
Strong problem-solving skills

SKILLS

- Python
- Core java
- HTML&CSS
- SQL
- MS-OFFIC

CERTIFICATIONS

- Object oriented programming using python certificate by **Infosys**
- Building Responsive landing page using HTML AND CSS Certificate by **Geekster**
- Python Programming Essentials by Rice University and offered through **Coursera**
- Data analytics and Visualization job simulation certificate by **Accenture**
- Deepfakes basics course completion certificate by **Great learning**
- TCS ION** Career Edge-Young Professional certificate