MURALIKRISHNA CHINTHALAPUDI

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Profile

Dynamic Business Operations Executive with proven expertise at Fundle.Ai in data validation and API testing. Skilled in SQL Server management and customer relationship management, I enhance operational efficiency and foster collaboration across teams. Recognized for improving sales data accuracy and resolving complex issues, I drive impactful results in fast-paced environments.

Experience

Fundle | Hyderabad
Business Operations Executive | 01/2025

- ADSR Team – Manage the entire site, overseeing Automatic Daily Sales Reporting (ADSR), IT-related tasks, resolving issues, and supporting marketing efforts within the Mall Management industry.
- Tenant coordination involves resolving daily operational issues and ensuring smooth operations for tenants.
- Data Handling and Management – Responsible for data validation, reporting, reconciliation, cleaning, and extraction. Report Preparation – Generate daily, weekly, and monthly Excel reports for Sales Operations and IT.
- API Testing – Conduct Postman API testing to validate and collect sales data for integration into the portal.
- SQL Server Data Validation – Validate SQL Server data, and create user access as required.
- Jira Ticketing Management – Oversee the Jira Ticketing system to ensure the timely resolution of issues.
- Sales Data Coordination – Monitor daily mall sales data, and collaborate with retailers and brand IT teams to collect required sales data.
- IT Support & Software Implementation – Provide IT support for mall operations, manage Point of Sale (POS) systems, and implement ADSR software within retailer billing systems.
- Communicated with departmental leaders to identify and solve daily operations issues.
- Resolved escalated customer inquiries or complaints in a timely manner.
- Created and updated operational documents and database records.
- Used strong issue resolution and communication skills to cultivate and strengthen lasting client relationships.
- Maintained accurate records of operational data and documents for audit purposes.
- Trained new employees on operational procedures and protocols.
- Provided support and guidance to colleagues to maintain a collaborative work environment.
- Completed day-to-day duties accurately and efficiently.

Paytm Mloyal | PSD, Hyderabad
Technical Operations Engineer | 04/2023 - 03/2025

- Analyze the data, and perform detailed data validation by comparing multiple raw data sets and billing reports using Microsoft Excel.
- Fetched and validated data from multiple sources, ensuring high availability, performance, and accuracy through monitoring, validation, reconciliation, data cleaning, and reporting.
- Improved sales data accuracy through daily collaboration with brand and vendor teams.
- Collaborated with cross-functional teams to ensure seamless integration between infrastructure and software applications.
- Collaborated with the technical team to escalate and efficiently manage complex issues using the JIRA ticketing system.
- Resolved data issues and enhanced system performance through comprehensive audits to identify and fix bottlenecks.
- Generate daily, weekly, and monthly Excel reports for Sales Operations.
- API Testing – Conduct Postman API testing to validate and collect sales data for integration into the portal.
- Strong computer literacy, experience with Microsoft Office, Word, Excel, PowerPoint, and Outlook.
- Installed and configured new servers in physical or virtual environments according to established standards.

Skills

- Python, Postman API Testing

- Data Visualization: Excel, Power BI

- Databases: SQL Server management

Education

QIS College of Engineering and Technology | Ongole
Bachelor of Technology in Computer Science and Engineering | 08/2022

Chirala Engineering College | Chirala
Diploma In Computer Science and Engineering | 08/2019

10th / SSC (Secondary School Certificate) | Kopperapadu | 8/2016

Project

Social Media Ad Classification using Machine Learning:

Description:

classifying social media ads means figuring out who is most likely to buy a product based on factors like age and income, gathered and integrated data from various sources (social media platforms, internal databases, etc.) To support ad classification projects, cleaned and preprocessed datasets to ensure accuracy, handling missing values, duplicates, and inconsistencies, applied statistical methods to analyze ad performance, user engagement, and other relevant metrics, developed machine learning models to classify and predict ad performance based on historical data, created visualizations and reports to present insights to stakeholders using tools like Matplotlib and Excel, managed databases, and performed complex SQL queries to manipulate and extract data for analysis.

Responsibilities:

- Gathered and integrated data from various sources (social media platforms, internal databases, etc.) to support ad classification projects.
- Cleaned and preprocessed datasets to ensure accuracy, handling missing values, duplicates, and inconsistencies.
- Applied statistical methods to analyze ad performance, user engagement, and other relevant metrics.
- Developed machine learning models to classify and predict ad performance based on historical data.
- Created visualizations and reports to present insights to stakeholders using tools like Matplotlib and Excel.
- Managed databases and performed complex SQL queries to manipulate and extract data for analysis.