

PROFILE SUMMARY

Dedicated Electrical and Electronics Engineer with experience in electrical lab operations and technical support. Certified in AWS Cloud Foundation, with skills in managing electrical systems and technical documentation. Seeking a Data Center Engineering Operations (DCEO) role to apply my technical knowledge and support data center infrastructure.

PROFESSIONAL EXPERIENCE

Amazon Development Centre India Private Limited (6 Months Contractual Position)

Role: Customer Service Associate                      Duration: July 2023 - December 2023

- Provided excellent customer service through phone, email, and chat
- Delivered high-quality customer service by efficiently resolving inquiries and providing assistance to customers
- Collaborated with team members to improve customer experience
- Maintained high customer satisfaction ratings

SRK Institute of Technology Vijayawada (33 Months)

Role: Technical Lab Assistant                      Duration: July 2018 – October 2019 & January 2022 – July 2023

- Installed and updated software and hardware systems
- Conducted electrical-related work in the institute’s electrical labs, maintaining and troubleshooting laboratory equipment.
- Developed and maintained technical documentation, including SOPs and method statements, to ensure compliance with industry standards.
- Assisted faculty and students in hands-on projects, providing technical guidance and support in electrical engineering concepts.
- Implemented preventive maintenance schedules to enhance equipment reliability and reduce downtime.
- Managed inventory of lab equipment and supplies, ensuring availability and proper documentation.
- Collaborated with vendors for equipment maintenance and repair, ensuring timely service and compliance with safety protocols
- Developed training materials and presentations for lab usage
- Prepared purchase orders, salary statements, Monthly-syllabus, attendance reports, and performed result analysis using Microsoft Excel and Office tools
- Maintained up-to-date records of student and staff data, ensuring accuracy and accessibility for faculty and administrative use

EDUCATION

B. Tech (Electrical and Electronics Engineering)	JNTUK University	Graduated: 2018
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SKILLS SUMMARY

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| <ul style="list-style-type: none"><li>○ Electrical Systems Operations &amp; Maintenance</li><li>○ Asset and Inventory Management</li><li>○ Preventive Maintenance &amp; Troubleshooting</li><li>○ Technical Documentation</li></ul> | <ul style="list-style-type: none"><li>○ Root Cause Analysis &amp; Incident Resolution</li><li>○ Compliance Auditing &amp; Health &amp; Safety Protocols</li><li>○ Technical Writing &amp; Process Automation</li><li>○ AWS Cloud Foundation Certified</li></ul> |
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TECHNICAL SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- **Cloud:** AWS
- **Operating Systems:** Windows, Linux

CERTIFICATIONS & TRAINING

- Completed online skilling course on Web Design & Development (NSDC, Skill India Digital Hub)
- AWS Academy Graduate - AWS Academy Cloud Foundations