**S DIVYA NAGASHREE**

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**EDUCATION**

**KLE Institute of Technology, Hubli**

*BE in Computer Science Graduation Year: 2018*

* Aggregate: BE- 66.95%.
* Aggregate PUC- 84.14 (completion year: 2014)
* GPA 10th- 9 (completion year: 2012)

**WORK EXPERIENCE**

**Amazon, India. Bengaluru**

*Sr. SPS Associate, for North America and Europe Joined: 18th Jan, 2021- Current*

* Demonstrated end-to-end ownership of every seller interaction, as well as provided proactive problem-solving and outstanding seller assistance via emails. Demonstrated effective, clear and professional written and oral communication.
* Able to maintain a positive and professional demeanor at all times, skillfully managing delicate topics and showing the company in a positive light.
* Exhibited strong time management abilities as well as the ability to work autonomously while utilizing departmental resources, regulations, and procedures
* Achieved acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
* Contributed to a positive team environment and proactively aided team members with difficult contacts as needed in a team size of 17 members.
* Actively researched solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channels including improvement suggestions.
* Handled over 25+ contacts a day, which is above the average contacts handled by our team while maintaining the metrics.
* Worked over time whenever there was any business requirement.
* Assisted multiple sellers from North America and Europe marketplaces using the SOPS, help pages and other resources available, efficiently.
* Exhibited amazing researching abilities and had to dive deep to resolve certain complex cases.
* Provided excellent support through emails regarding seller’s queries on backend tools, payments, reimbursements, orders, refunds, etc.

**CERTIFICATIONS AND ACADEMIC ACTIVITIES**

* **Academic Projects Undertaken:** 
  + Major Project:

Title: “Digital Library System Management"

Description: This project provides the best user graphical interface and updated technical support for the management of all library records.Title: “Object Dynamics”

* + Mini Project:

Description: The project demonstrates efficiently the rotation of objects by using appropriate OpenGL functions.

* + Self Made Project:

Title: TicTacToe Game

Description: Developed the well-known tic-tac-toe game with a great user interface while considering all use cases.

HTML, CSS, JavaScript, ReactJS, and dependencies like Toastify, Bootstrap, and React Icons were used.

* **Course Relevant Certifications:**
  + Website: Udemy
    - After completing the Microsoft Excel - From Beginner to Expert course on Udemy, I have strong command over the following concepts:
      * Filtering and sorting of data
      * Capturing and recording important data
      * Using shortcuts and formula functions
      * Building charts and graphs
      * Sorting and filtering data
      * Utilizing pivot tables
  + Company Name: Goldman Sachs
    - Virtual Experience Program Participant (2021): Participated in the open access GOLDMAN SACHS Virtual Experience Program with InsideSherpa. Completed the task to crack passwords using tools and resources and suggest ways to secure password authenticity.

* + Company Name: Accenture
    - Virtual Experience Program Participant (2021): Participated in the open access Accenture Developer Program with InsideSherpa. Completed practical tasks modules in:
      * Define Technical requirements
      * Design changes to an existing architecture
      * Scale on-premise system infrastructure to the cloud
      * Reading and understanding the code
      * Debugging algorithms
      * Unit testing
      * User Acceptance Testing-UAT
      * Security maturity assessment
      * Securing software development life cycle- SDLC
      * Shaping the problem
      * Data and Privacy
  + Company Name: ABC Institute of Technology
    - Secured training on Java and Software testing from the Institute from Nov-2018 to Jan-2019
  + Currently undertaking training on Front End Development (includes Javascript, nodeJs, ReactJs, HTML, CSS and Bootstrap) by Unacademy.

**SKILLS and INTERESTS**

**Skills:** Core Java, C++, C, SQL, HTML, CSS, Javascript, ReactJS, Microsoft Office and Excel.

**Interests:** Developing websites using front end technologies, Managing and Analyzing data.

Hereby, I declare that the above mentioned information is true to the best of my knowledge and belief.

Yours sincerely