

Pulavarthi N R L Pravallika

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CAREER OBJECTIVE:

To enrich my knowledge through learning and utilize my technical skills for the development of the organization.

WORK EXPERIENCE:

- Working as a Process Associate in GENPACT at Hyderabad from 2nd March 2017 to 4th May 2022.

CAREER SUMMARY:

- ➤ Possess a proven ability to make an economical and strong protective plan for client.
- ➤ Excellent at assessing the resources and identifying the opportunities.
- ➤ Excellent in coordinating with seniors and taking orders.
- ➤ Excellent in analysis, ratings and forecasts and rigorous benchmarking of the business environment.
- ➤ Good understanding in business and functional areas.
- ➤ Enthusiastic in trouble shooting and finding workarounds.
- ➤ Conducting the training for new joiners and quality audits.
- ➤ Acquired knowledge in the skill sets like SERVERS, Status of Website Security and the Domains.
- Knowledge in Digital Marketing and SEO.

PROJECT DETAILS:

Project Name	GoDaddy Process
Client	Godaddy
Role	Process Associate
Organization	Genpact

DOMAIN DESCRIPTION:

- Customers request for domains to extend their business through advertisement on internet.
- To address issues raised by the end users in Production environment.
- To identify areas in the application where permanent resolution is needed.
- Assisting on applications customized for their business. It includes different integration setup like Word press, etc.

RESPONSIBILITIES:

- ➤ Fixing issues raised by the Customers on Websites.
- ➤ To analyze the scripts and recommend the customers to review the Hosting and suggesting the appropriate products for the Website.
- ➤ Helping the Customers in hosting the websites on servers and sharing the forums for the proper guidance.
- ➤ Helping the Customers with taking the Backup and Disaster Recovery.
- ➤ Initiating the chat with the Advanced Technical Support (ATS) for the fast resolution and taking forward the resolution to the Customers.
- ➤ Interacting with the clients across the Globe via chats and assisting with the relevant products based upon their requirements.
- ➤ And We offered an array of integrated services that combine top-of-the-range technology with deep sector expertise and a strong command of our key businesses
- And also worked for the Digital Marketing process and have good knowledge on it.

ACADEMIC PROFICIENCY:

S. No	Qualification	College/University	Year of passing	Percentage
1.	B. Tech(CSE).	B.V.C. Engineering College	2016	68
2.	Intermediate	Aditya Junior College	2012	76
3.	10 th	A.V.B English medium high school	2010	86

BEHAVIOURAL TRAITS:

- Quick learner and always inquisitive in learning.
- Ability to deal people with diplomatically.
- Punctual in nature with good interpersonal skills.
- Ability to work individually and groups as well.

KEY ACHIEVEMENTS:

- Client appreciation on resolving the issues on timely manner.

- Achieved EE (Exceeded Expectation)

Technical skills

Programming Languages: C , Java ,HTML.

Operating Systems: Windows, MS – Office

Certified in Digital marketing, SEO course

PARTICIPATION :

Participated in Android and cloud computing certifications in JNTUK.

PERSONAL DETAILS:

Name :P.N.R.L.Pravallika**Father'sName**

:Mallikarjun rao

Ethnicity : Indian

DOB : 06/10/1994

Marital status : Unmarried

Languages known : English, Hindi, Telugu.

DECLARATION:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

(P.n.r.l.pravallika)

Place: Hyderabad

Date: