Ravali Varnakavi

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Professional Summary:

* Having **6.5** years of experience in Development, Customer Support and Cloud technologies.
* I am currently preparing for certification of **Microsoft Azure Fundamentals (AZ-900)** and getting trained in **Microsoft Azure database**.
* Currently working as a Cloud Support Engineer in **Microsoft**.
* Recently worked as a Customer Support and Email Marketing Specialist in A**MAZON**.
* Handled more than 100+ customer interactions per day, giving detailed, personalized, friendly & polite to ensure customer retention.
* Resolved time sensitive customer service issues in time sensitivity situations quickly and efficiently.
* Researched complicated cases without prompting to provide more comprehensive service to customers.
* A good team player and have supervised and mentored teams for providing production level support
* Passionate about seeking newer and better solutions to complex problems
* Able to research answers to difficult queries and present customers with solutions with complete satisfaction.
* Have demonstrated great teamwork in projects involving multi-task, distributed team
* Ability to work with minimal guidance
* Outstanding communication and interpersonal skills.
* Domain experience - Comprehensive business knowledge in Oil and Gas Industry, Tax and Retail.
* Highly Adaptable, thrive on challenges and excel in new environments.

Technical Skills:

* **ERP Applications** : SAP R/3 - SD, MM, HR, ALE/IDOC, BAPI/RFC
* **Net weaver :** SAP XI 3.0, 7.1
* **XI Tools :** SLD, Integration Repository/Integration Directory/ XI Runtime Workbench
* **Operating Systems :** UNIX, MS-DOS, Windows 2000/NT/XP
* **Programming Skills :** ABAP/4, SQL, Pl/SQL, C, C++, Java and J2EE
* **Web Technologies** : XML, HTML, XSLT, UML, Web Services based on EJBs, UDDI, WSDL, Web Services Client Proxies.
* **Databases and Tools** : Oracle, MS SQL Server 2000, MS Access.
* **Mobile Development :** Android SDK
* **IDE :** My Eclipse, ADT Bundle

Experience Summary:

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| Client Details | Duration | Title (s) |
| 1. MICROSOFT | April 2022 -Present | Cloud support Engineer |
| 1. AMAZON | July 2017 – Jan 2021 | EMAIL MARKETING and customer support |
| 1. SEMPRA ENERGY 2. ARITZIA CORPORATION | Nov 2012- Jan 2015  Jun 2012 – Oct 2012 | SAP ABAP  SAP PI |

**Project Detail:**

**Projects Handled**

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| **Client: Microsoft** | **Duration: April 2022 - Present** |
| **Team Size : 50** | **Role: Cloud Support Engineer (CSP)** |
| **Technologies Used: Microsoft dynamics 365, Azure** | **Industrial Vertical: Software** |

**Roles and Responsibilities:**

* Handled partners queries efficiently and used to call partners for most efficient and quick resolutions by helping them assisting through Quick Assist App.
* Handled Azure queries like subscription queries, problem with order placed and questions regarding the azure offers.
* Having hands-on experience in the pricing, billing and general questions for Microsoft Dynamics 365.
* Handled queries relate to Account and billing too.
* Having hands-on experience in transacting and managing queries of Microsoft Dynamics 365.
* Assisting queries through making outbound calls and processing refund of cancellation of subscriptions or suspending subscriptions of partners as needed.
* Very well-versed in email writing skills and helping partners making notes of the query assisted.

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| **Client: Amazon Development Centre Ltd** | **Duration: July 2017- January 2021** |
| **Team Size : 24** | **Role: Email marketing and customer support** |
| **Technologies Used: Amazon CS Central** | **Industrial Vertical: E-commerce** |

**Roles and Responsibilities:**

* Strong interpersonal skills, with the ability to relate and empathize with people of varying personalities and from all walks of life.
* Responded promptly and answered/resolved service issues and product problems.
* Supplied customers with written responses and information and followed up on customer communications.
* Handled 90+ emails/ chats daily responding to their queries about their order or accounts etc.
* Handled inbound message queries from clients via the live chat platform.
* Fulfilled over 2000 product orders each year in person, online and over phone.
* I received star performer of the month and have always been an excellent performer in the company.
* Build trust in the brand by responding efficiently and helpfully to customer needs.
* Always kept accurate records of the customer interactions and corresponding cases.
* Ensured that customers are always satisfied with the query raised and was always following up with the order until the issue is resolved at the customer end.
* Extremely customer focused.
* Work independently under the direction of the team manager.
* Accurately completed all customer follow-up work.
* Received consistently positive customer feedback from assisting with the queries and always been a good team player.
* Developed highly empathetic customer relationships and earned reputation for delivering exceptional customer service

**Projects Handled**

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| **Client : Sempra Energy, San Diego, CA,USA**  **Company : Anica INC** | **Duration: Nov 2012 – Jan 2015.** |
| **Team Size: 8** | **Role : SAP ABAP Consultant (Contract)** |
| **Technologies Used: SAP ABAP, SAP R/3 4.6c** | **Industrial Vertical: Gas and Electricity** |

**Description:**

Sempra Energy (SDG&E SCG) is a public utilities company which is based out in San Diego, California USA. It has Four sister companies and SDG&E is a regulated public utility that provides energy service to 3.4 million people through 1.4 million electric meters and 850,000 natural gas meters in San Diego and southern Orange counties. Its service area spans 4,100 square miles.

**Project:**

The project is about the development of the client’s new requirements for the customers. They are implementing four different options not only for their customers but also for their employees. A change has been made for their entire interface with new layouts and designs and the project also focuses on migrating the legacy system to the new system.

**Roles and Responsibilities:**

* Participated in the planning, development, maintenance, and enhancement of SAP applications.
* Developed a report which summarizes at the level order, operation and Dr/Cr Indicator and ability to extract the order operation costs along with the other order field details.
* Developed a report which displays the stock coded materials from the Master CU Order, the Linked CU Order and the related reservation and other pertinent logistics information and enables Supply Management to identify the requirements for the Long Lead Time Materials.
* Developed a report which shows the Design costs of the CU Designs and to show the total costs of the particular designs.
* Developed a report which provides functionality to provide a mechanism for SDG&E personnel to be able to reconcile current work in SAP. This process will enhance end user productivity by facilitating a process to within a transaction to provide access and a process for reconciliation work.
* Good knowledge on the business analysis and process redesigning expertise within the business unit/area in the analysis and redesigning of the SAP functions and processes.
* Responsible for the day-to-day execution, management, and reporting of simple to moderate projects, including managing resources, costs, scope and meeting deadlines according to plan.
* Responsible for managing, developing and maintaining integrated detailed project estimates, work plans, resource plans and control project scope, while ensuring deliverables are met on time, within budget and on target.
* Participated in the Unit Testing of the developed reports with the team.

**Environment:** SAP R/3 4.6c

**Project:**

The Project is about providing user-friendly Android and IOS App for their customers, which can make them pay their bills through their mobile phones. There are lot many features available in this app for the customers. I have participated in developing the Android front end development with Sap interface.

**Roles and Responsibilities: (**SAP Mobile integration Developer)

* Participated in developing the user interface for android applications.
* Developed the application to be supported in any web environment and also made it available for any browser.
* Developed the entire user registration screen and the employee screens to login to the company’s private access.
* Tested the application using AndroidJUnitRunner and participated in Unit Testing as well.
* Developed all the user screens using Android SDK environment.

**Environment:** Android SDK, AndroidJUnitRunner

**Projects Handled**

**Project:**

This project was aimed at streamlining E-Commerce and Warehouse Management System for the company. Interfaces were built to integrate Online Ordering system (web portal) with SAP ECC system. PI was also used in building integrations with third party applications like Demand ware, Red Prairie and Vertex etc.

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| **Client:AritziaCorporation,Vancouver, Canada** | **Duration: Jun2012 – Oct 2012.** |
| **CompanyName: Prosoft Technology Group** | **Role : SAP PI Consultant (Contract)** |
| **Technologies used: SAP ECC 6.0, SAP PI 7.0** | **Domain: Retail.** |

**Roles and Responsibilities:**

* Team Member in a team of 8 members as SAP PI Consultant.
* Documented all the WM interfaces and integration process and created detailed design and technical design documents for all existing active interfaces.
* Responsible for requirement gathering from the business team (requirements specification doc), determining the scope of existing interfaces and SAP PI and correspondingly generating the Gap Analysis doc.
* SD Delivery documents and STO, IDoc (DELVRY03) to XML interface from SAP ECC to 3rd party WMS.
* Material Master, IDoc (MATMAS) to XML interface from SAP ECC to 3rd party WMS involving complex field and value mapping.
* Purchase Orders (PO), IDoc (ORDERS05) to XML interface from SAP ECC to 3rd party WMS, with acknowledgement receipt.
* Goods movement XML to IDoc (WHSCON) interface from WMS to SAP ECC to post goods issue and goods Receipt.
* Inventory adjustment/balance XML to BAPI interface (message mapping using Java user defined function) from 3rd party WMS to SAP ECC to perform on-demand and periodic inventory synchronization.
* HTTP based address validation BAPI to XML synchronous interface from SAP CRM to 3rd party address validation system.
* Setup HTTP message-based communication between SAP PI and SAP SNC for Advanced Shipping Notification. Experience with SNC business packages for Purchase order handling, Dynamic replenishment, Supplier managed inventory, Work order, supplier network inventory.
* Interface to send payment card charges and tracking information obtained from different IDoc interfaces to a downloaded flat file using FCC (file content conversion).
* Setup ABAP Proxies for the interface between SAP PI and the third-party systems.
* Inbound XML to BAPI interface to create and modify records in custom tables.

**Environment:** SAP ECC 6.0, SAP PI 7.0

Academic:

* Stratford University, Falls Church, Virginia, USA - **Master of Science in Software Engineering** August’10–December‘11

GPA: 3.9/4.0

* St Theressa Institute of Engineering and Technology (JNTU),Garividi, Andhra Pradesh, India - **Bachelor of Information Technology**

(November’06–May’09) Aggregate: 60.56%