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| **Soumya Anish**  Quick and Passionate learner, good communicator. | |
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| CONTACT Phone icon 9642931123  Email icon SALVERSOUMYA95@GMAIL.COM | | | PROFILE I am passionate and quick learner. I am also a good communicator and I strongly believe that communication is the only way to connect with the people’s heart and mind. I am good team player. And I believe that “Effective Team works begins and ends with Communication”. | | |
| SKILLS  * Quick learner * Team player * Communication * Active Listening * Time management * Problem solving * Grasping new things quickly. | | | EXPERIENCE **Amazon Development Centre-** Transportation Specialist, ROC. September 2021-Present.  I am presently working as a Transportation Specialist, ROC, for Amazon in a permanent role.   * I secure the amazon loads by making inbound calls and by attending the outbound calls as well. * I also secure the loads by performing another task as well and we make sure that we don’t miss the customer promise. * I enjoy working with amazon as it gave me opportunity to interact with the people and to understand more about the customer promise activities.   **GUS Education India. -** Interviewer. January 2021- August 2021.   * I also have experience as an interviewer for Gus which is a UK University. * I usually take interviews of students who would like to study. * When there is a break between the intakes I support my colleague from the other team with their work. * I loved doing this job as I had a chance to increase my communication skills and also, I got to meet different people with different perspectives.   **Conduent, Hyderabad** — Customer Care Associate  June 2018 - December 2020.   * I have experience for both voice and non-voice processes for health insurance. * I have worked for a US based company for night shift. Later, we moved to the non-voice process. * Initially I started supporting participants through mail for their claims for their insurance. * Later on, I started working for the operations team to solve participation queries. * I also worked for EDI (Electronic Data Interchange) for 1 year where I have achieved Rewards and Recognition for the month and then I have moved to support completely to the client through different processes using CRM, Microsoft office and through mails. | | |
| EDUCATION **Aurora's technological and research institute, Hyderabad** — *Btech CSE.*  August 2014 - May 2018   * Percentage- 59% * Basics of HTML, MySQL, Data Structure, Object Oriented Programming languages and PHP. * Basics of Code (C and Java) languages.   **Narayan junior college,** Himaytnagar — *MPC*  June 2012- May 2014.   * GPA 80% * Scored 57000 rank in Mcet exam * I am very good at grasping new things which ultimately made my way to meet my target in learning the problem-solving tricks in Mcet.   **St. Philomena high school, New bhoiguda. TS.** 2011-2012.   * I finished my schooling with 8.3 Gpa in 2012. * I have also participated in different mathematics and Science Olympiads. * I was an extracurricular activity student as I used to be an all-rounder during my school days. | | |