**G. RENUKA SAI**

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**SUMMARY**

* In-depth knowledge of social media marketing with expertise in identifying emerging market trends.
* Worked on Operating Systems: Windows Vista/XP/2003/ 2010.
* Worked on Productivity Packages: MS Office Suite – Word, Excel, Access, Outlook, and PowerPoint.
* Worked on Google Docs/Google Sheets and **Desktop Shipper** portal.
* Designed and presented PowerPoint project on **Steganography**.
* Excellent time management skills with ability to prioritize and shift workload to meet deadlines.
* Excellent communication skills to work collaboratively across all departments and functions.

**Certification: Fundamentals of Digital Marketing, Google Digital Unlocked. Certification ID: MPW K8A PVN**

**Professional Experience**

**Bigbasket - Innovative Retail Concepts Pvt. Ltd., Hyderabad**

1 year

* Received and responded to **multiple live chats**.
* Gathered credentials and verify required information.
* Communicated politely and effectively.
* Actively listened to the customer, taking their request for product or services.
* Ability to communicate clearly and professionally in a written format.
* Provided information to the customer and place appropriate notes in system indicating exactly what action was taken or needs to be taken.
* Ensured proper security procedures are followed on all customer interactions.
* Handled chats on **Kapture CRM** platform.
* Maitained current knowledge of products and resources in order to assist customers with their queries.
* Maintained **less average handling time** throughout the working days.
* Received appreciations and incentives for **best performance**.

**E-Commerce Co-Ordinator(volunteer), Classic Wholesale Perfumes, Dallas, Texas**

**2021- 2022**

* Created order batches, get pull-list to outlook by running **VB script** and processing them with price checking and shipping in **Desktop Shipper** and **BigCommerce**.
* Printed labels for shipment department in the warehouse.
* Import and export tracking records for **Drop Shipping** companies in **Desktop Shipper**.
* Managed returns and refunding partial/ full amount in **Channel Advisor/Groupon Goods/Zoho Invoice.**
* Process customer requests for item cancellations and managing tickets, issues, and resolving issues in **Front** customer communication platform.

**Content Manager – Mano Technologies Pvt Ltd, Visakhapatnam**

2016 - 2017

* Worked on a project "**Kuwait Local**", which is all about the current updates in Kuwait.
* Oversaw website designand social media teams to ensure content is effective, relevant and professional.
* Created **SEO** content, blog posts, hyperlinks, events and articles in admin page for website and mobile application.
* Positioned **Google AdSense code** in HTML.
* Experience with **Hootsuite** and other social media application tools.
* Sent **Push Notifications.**
* Experience with web hosting service **Godaddy**.
* Published current updates such as **exchange rates**, entertainment, news articles and other popular topics.
* Worked with cross-functional team and documented project progress and issues.

**Projects**

**Troubleshooting, Testing and Working of Electrical Machines**

**Vizag Steel Plant, AP**

**2014**

Analyzed the operation of a faulty electrical machine to

* Gather information
* Understand malfunction
* Identify which parameters need to be evaluated
* Identify source of the problem
* Verify full system functionality

**Effect of Void and the Performance of Spacer in a GIS**

**Visakhapatnam, AP**

**2015**

Worked on Insulating spacer model in GIS by using **Finite Element Method** (FEM) in **Comsol Multiphysics Software**.

**Education**

Bachelor of Engineering(EEE) - Dr. L. B. College of engineering(for women) affiliated by Andhra University

CGPA - 7.25

2011-2015