

RAJEEV PEPAKAYALA

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Career Objective: Looking forward to associate myself with an organization where there is an opportunity to share, contribute and upgrade my knowledge and skills for the development of self and organization served

Professional Experience:

April '2015 – present

Wipro Ltd

Senior Associate (Quality Analyst)

Client: Google India pvt. Ltd

- Quality auditor for Google Ads Quality Operations (AQO), validating the data quality for Google PLA's
- Proactively improved the team's quality by identifying errors and implemented mitigation plans accordingly
- Created Quality reports and derived actionable insights for Strategic Planning and Management Reporting
- Mentored my team on the challenges they faced in their workflows. Ensured smooth implementation of client updates
- Always achieved the agreed SLAs by managing the daily workflow tasks
- Worked closely with engineers while testing the new tools and suggested several improvements which helped improve productivity by 2x

Accomplishments:

- Sustained team's overall quality at 99%.
- Significant drop (from 9 to 2) in average number of escalations per month
- Achieved 100% in cases quality, consistently from Sept 2016 to feb 2017
- Won consecutively 3 times "Extra Mile Award" for strongly exceeding my job expectations

Educational Qualifications:

2012 B.Tech (Computer Science) from KIET affiliated to JNTUK University AP

2008 XII from Aditya Junior college, Kakinada, Board of Intermediate Education, AP

2006 X from Z.P High school, Kandregula, State Secondary Board, AP, India.

Technical Profile:

- Programming Language: C, C++, and Core Java.
- Office Package: Microsoft Word, Microsoft Excel, Microsoft PowerPoint.
- Operating Systems: Windows XP, Windows 7.
- Troubleshooting hardware and software problems.
- Installing and configuring the peripherals, components and drivers
- Installing software and application to user standard.

Personal Skills:

- Abilities in handling multiple priorities, with a bias for action and a genuine interest in personal and professional development and being proactive in handling issues.
- An effective team player and possess good communication skills with both written and oral communication.

Extra Curricular Activities:

- Played in school and district level cricket team
- Actively participated in many paper presentations, in the school and University
- Active participation in college functions as volunteer and in other events.

Personal Information:

Name : **Rajeev pepakayala**
Date of Birth : 11th May 1991
Languages Known : English, Hindi, and Telugu
Nationality : Indian

Declaration:

I Here by, declaring that the above given information was accurate, up to my knowledge. I can take any kind of responsibility for the accuracy of the data provided. .

(Rajeev P)