

Gujjala Gnaneswara Rao

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Objective

Detail-oriented and customer-focused technical professional with a strong foundation in IT support, incident management, and problem resolution. Seeking a role in service support to provide timely assistance, troubleshoot application issues, and enhance customer satisfaction through efficient ticket management and process optimization.

Education

Centurion University of Technology and Management Vizianagaram	2021 - 2025
B.Tech in Computer Science and Engineering	CGPA: 7.6/10
Narayana Junior College Palasa	2019 - 2021
Intermediate in Maths, Physics and Chemistry	Percentage: 98
Z P High School Nivagam Srikakulam District	2019
Secondary School Education	CGPA: 10/10

Internship

YHills, Remote Aug 2023 - Sep 2023

Artificial Intelligence Intern

- Developed an ensemble machine learning solution to classify job postings as real or fake, leveraging algorithms like Random Forest, Gradient Boosting, and XGBoost to achieve the best model accuracy for the problem.
- Conducted exploratory data analysis (EDA) on a publicly available Kaggle dataset to uncover insights, such as identifying the most common job titles, fraudulent departments, and frequently used words in company profiles.
- Automated the process of feature engineering and data preprocessing, significantly reducing the time required for training and evaluation.
- Python, Pandas, Scikit-learn, XGBoost, Matplotlib, Seaborn, Jupyter Notebook, Kaggle

Project Work

AI-Based Tool for Preliminary Diagnosis of Dermatological Manifestations:

- Developed a machine learning-powered application to assist in the preliminary diagnosis of skin-related disorders by analyzing dermatological images.
- Implemented image preprocessing techniques such as resizing, normalization, and augmentation to enhance the quality of training data. Applied CNNs for feature extraction and classification of dermatological conditions.
- Python, TensorFlow, Keras, OpenCV

Number Puzzle Game:

- Developed an interactive Number Puzzle Game where players arrange numbers in sequence by sliding tiles within a grid. Implemented game mechanics such as grid initialization, tile movement validation, and puzzle-solving logic to ensure a smooth gaming experience. Added a timer feature to track completion time and a reset option for replayability.
- Java, Java Swing, AWT

Medical Health Care Chatbot:

- Developed a customer service chatbot to handle user queries, process service requests, and provide automated issue resolution. Integrated NLP techniques for intent recognition, chat-based troubleshooting, and response optimization to improve customer satisfaction and reduce response time.
- Incorporated a symptom-matching algorithm to provide potential conditions based on user input. Enhanced chatbot accuracy and user experience by training on a dataset of medical queries and responses.
- Python, NLTK, spaCy, Flask, SQLite

Skills

Programming Languages: C, Java, Python, Web Development (HTML, CSS, JavaScript), SQL

Technology & Troubleshooting: Microsoft Office Suite, Active Directory

Customer Service & Communication: Call Etiquettes, Email & Chat Support, Client Issue Resolution

Technical Support & Service Management: Incident & Problem Management, ITIL Concepts, Ticket Management

Certificates

- Artificial Intelligence on YHills
- Java Course for Placements on Codetantra
- Python Essentials 2 on Cisco Networking Academy
- Big Data - 301 on Infosys Springboard
- Introduction to AI and ML on Google Cloud Skill Boost

Extra Curricular Activities

- Participated in the Smart India Hackathon (SIH), contributing innovative solutions to real-world problems.
- Captained a cricket team to a tournament victory, showcasing leadership, strategic thinking, and effective team collaboration.