

# JAHNAVI PRASAD SRIRAMPURAPU

SOLUTIONEER ★ PROBLEM SOLVER ★ CRITICAL THINKER



## Contact Information

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[www.jahnaviprasad.live](http://www.jahnaviprasad.live)

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## Social Details

[github.com/jahnavi-prasad](https://github.com/jahnavi-prasad)

[linkedin.com/in/jahnaviprasad](https://linkedin.com/in/jahnaviprasad)

## Skills

HTML, CSS, Javascript,  
SQL, Python, C++, JIRA,  
Confluence, Git, REST  
APIs, PowerBI, Looker,  
Google Analytics. Tableau

## Languages

English - Fluent  
Hindi - Fluent  
Telugu - Fluent  
German - Elementary

## Hobbies

Writing, Reading, Gaming,  
Binging Web Series.

## EDUCATION

**Bachelor of Technology (with Honors) in Computer Science and Engineering** (August 2018 - July 2022)

Lovely Professional University, Jalandhar

CGPA: 8.23/10.00

## PROFESSIONAL EXPERIENCE

**Solutions Engineer Intern** (Apr - Dec 2021)

**Solutions Engineer I** (Jan 2022 - Present)

Whatfix (Bangalore, India)

### Responsibilities:

- **Solution Consultant**

- Act as a bridge between business and product
- Identify customer requirements and build scalable solutions
- Provide consultation on product capabilities
- Resolve tricky technical issues (L2 Support)

- **Product Influencer**

- Drive feature adoption and technical enablement
- Collect and analyze data for trends and insights

- **Technical Account manager**

- Managed a \$1.5M Portfolio driving continued customer success (Average NPS: 8/10)
- 100% GRR Retention for the past 4 Quarters

### Key Achievements:

- 2 Spot Awards and 25+ customer appreciations
- Successfully turned around 4 critical accounts
- Change Managed 7+ accounts successfully

## CERTIFICATIONS

3x Azure Certified (AZ-900, AI-900, DP-900)

Deep Learning Specialization | Coursera | Andrew Ng

IBM Data Science Specialization | Coursera

HTML, CSS, and JS for Web Developers | Coursera

## EXTRA CURRICULARS

Published My first book on Amazon (2021)

Published a Python course on Udemy (2020)