Nikitha Madala

Contact

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Hyderabad

Career Objective

Passionate about improving the quality of people's lifestyles through unsurpassed care and service. Seeking to leverage my experience and studies of communication to empower customers within a people driven organization to achieve their goals.

Professional Summary

- Over **1+ years of experience** with strong working skills and the ability to learn concepts quickly
- Act as a **lead** for fresher's team
- Effectively **managing the customer requirements** by opening, closing and updating the listings
- Organized and conducted meeting to achieve goals
- Led recruiting activities and **HR** operations for the process
- Knowledge on **Microsoft office applications (excel, PowerPoint, word)**
- Worked on **plugin** for in-house custom tool to create Pushpin for delivering the client requirements
- Validate results and performed **quality assurance** to assess accuracy of data
- Had experience as mentor in teaching the various aspects of the specialist role, monitoring, guiding
- Communicated effectively with colleagues and stakeholders to interpret client needs
- Participated in specialized training, as required
- Increased performance by proactive approach and delivering the tasks within the ETA
- Very often been the part of a team and work as a team member to meet the deadlines
- Experience with **Amazon web services**
- Hands-on knowledge in creating Roles and Users in IAM
- Hands-on experience in creating EC2 instances
- Basic Knowledge in ticketing tool **Service Now**

Experience

January 2018—June 2019
Sr. Process Executive • Infosys • India

- Worked as **Process Executive** for GOOGLE for better user experiences.
- Main accountability is to perform operations according to the requirements given by the client.
- Enhancing the customer experience by removing duplicate data and proving accurate data.
- Worked on some BETA applications related to chain business, find the bugs, and escalate them to concern.
- Training and mentoring new hires, resulting in stronger employee development and increased productivity.

March 2016—August 2016
Intern • HCL Technologies • India

- Worked as an Intern on the project related to SSO (Single Sign On) feature for intranet website interactions for the employees.

Corporate Achievements

- Received spot awards from managers for maintaining consistence in meeting PVA's, throughputs and promoted as **senior process executive.**

Education

September 2013—April 2017
Bachelor of **Computer Science Engineering** • JNT University • Kakinada, India

Achievements and Accomplishments

- Certified by **DAKSHIN BHARAT HINDI PRACHAR SABHA**, Madras.
- Presented a paper on "SURFACE COMPUTERS" in LAKSHYA-2K15 at LBRCE.
- Participated in AAGAMA (A National Level Student Technical Paper & Working Model Contest) 15 & 16 at DVR & DHS MIC COLLEGE OF TECHNOLOGY.
- Participated in poster presentation on the topic "BLUERAY DISC" at our institute.
- Participated in NSS events.