

BALIJI RAMSAI KUMAR

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OBJECTIVE

- A results-driven engineering graduate skilled in full-stack development, data analysis, and machine learning. Seeking a challenging role to apply technical expertise, enhance problem-solving skills, and contribute to organizational growth. Committed to continuous learning, delivering quality solutions, and thriving in collaborative, fast-paced environments that support personal and professional development.

EDUCATIONAL DETAILS

R K College of Engineering | Vijayawada (2019–2023)
Computer Science of Engineering | CGPA: 7.2
Sri Chaitanya Junior College | Kakinada (2017–2019)
Intermediate | CGPA: 8.8
Siddhartha High School | Cheepurupalle (2016–2017)
Secondary School of Education | CGPA: 9.2

PROFESSIONAL EXPERIENCE

Telechoice Health Care Pvt. Ltd | Voice Process Executive | Chennai (Duration: Jun/2024 – Nov/2024)

- Handled 80–100 customer calls per day, achieving a 95%+ issue resolution rate within the first call.
- Maintained and updated 1000+ client records CRM in zero data discrepancies, improving team efficiency by 15%.
- Contributed to optimizing call scripts, leading to a 10% improvement in customer satisfaction scores (CSAT).
- Collaborated on improving call scripts, contributing to higher service quality ratings

APSSDC | Python Full Stack Development Internship | Vijayawada (Duration: Jul/2022 – Aug/2022)

- Built 2 fully responsive web apps with 100% mobile compatibility, reducing page load time by 30% using efficient front-end design.
- Resolved 20+ code issues, increasing app uptime from 85% to 98% during testing phases.
- Applied Git for version control and collaborated on REST API integration.
- Debugged and optimized code to enhance application stability and scalability.

APSSDC | Data Analysis with Python Intern | Vijayawada (Duration: Oct/2020 – Nov/2020)

- Cleaned, transformed, and visualized datasets using Pandas and Matplotlib
- Conducted exploratory data analysis to derive insights from real-world data.
- Automated reporting tasks through custom Python scripts.
- Applied statistical techniques to support data-driven decision-making.

PROJECTS

1.Big Mart Sales Prediction – Jupyter Notebook, Python | Machine Learning / Data Analysis

- Trained and evaluated models on 8,000+ rows of sales data, achieving an R^2 score of 0.82 with linear regression
- Performed data cleaning, feature engineering, and exploratory data analysis using Pandas and Seaborn.
- Applied machine learning models (e.g., Linear Regression, Decision Trees) to forecast sales trends.
- Evaluated model performance and provided insights to optimize inventory and pricing strategies.

2.Real-Time Traffic Monitoring System – Python, OpenCV, TensorFlow | Computer Vision / Traffic Analysis

- Built traffic analysis system processed live video at 30 FPS, detecting 95% of vehicles accurately use TensorFlow object detection.
- Used OpenCV for video capture and object detection to identify vehicle movements.
- Applied TensorFlow models to assess traffic density and flow patterns
- Aimed to support traffic management decisions with automated, real-time data insights.

TECHNICAL SKILLS

- Programming Languages:** C, Python, Java, HTML
- Web Development Tools & Frameworks:** Basic Web Development (HTML-based)
- Web Tools & Utilities:** General Web Development Tools (e.g., browser dev tools, basic editors)
- Productivity Tools:** Microsoft Excel, Word, PowerPoint
- Tools:** Visual studio, Eclipse, Postman.

CERTIFICATIONS

- Data analysis using Python, APSSDC (October 2020 – November 2020)
- Python Full Stack, APSSDC (July 2022 - August 2022)
- Full Stack Web Development, Tap Academy (July 2023 - February 2024)
- Full Stack Java Programming, Skillup (July 2022 - December 2023)

SOFTSKILLS

- Fast learner with a strong foundation and eagerness to grow in a collaborative environment.
- Communicates effectively within Agile teams and seeks clarity when needed.
- Delivers accurate, reliable results while working under guidance with increasing independence.