

# RAJ KUMAR MADDOJU

## Senior Analyst

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### Objective

An enthusiastic to work in a challenging environment where I can enhance my skills and knowledge that support to grow up in career along with the organizational growth.

### Professional Summary

**Teleperformance Global Services Private Limited, Hyderabad**

**Client: Google**

**Designation: Senior Analyst (Nov 2020 – Present)**

### Roles and Responsibilities:

- Identify the unique issues and classifying the feedback
- Performing Tag clean-up activity to check the required policy is update or not.
- Knowledge transfer initiatives (New Hire/Training/Refreshers/Policy Updates).
- Ability to learn issue, that did not require escalation to engineering but were escalated in order to improve process adherence
- Ensuring to clear feedbacks assigned within 24 hours.
- Triaged feedbacks with a high quality on Week on Week (WoW) basis.
- Filed few P1 bugs on Google Chrome Desktop Browser and get them fixed in the next build.
- Liaise with product specialist to Highlight product issue and Define product specific triaging policies and sign off for the same.
- Handling spike product related issue and reporting it to product specialist on time.
- Knowledge on **Google Spreadsheets, Google Dashboards & PLX**
- Learned about the **Google PLX data site tools** and **created a Google data site.**

**Teleperformance Global Services Private Limited, Hyderabad**

**Client: Google**

**Designation: Analyst IT (Oct 2018 – Nov 2020)**

**Roles and Responsibilities:**

- The objective of **Escalation Engineering** is to provide a Triaged level data user feedback on multiple Google products
- Trained and worked successfully for client **Google** on Google product.
- Work involves Triaging the user Feedbacks on Google Chrome Desktop Browser and filing bugs/ Feature Requests on them.

**Technical skills**

**Office tools** : MS Office 2007/2010/2019

**Operating System** : Windows NT/98/2000/XP/Vista/7/8/10, Ubuntu, Chrome OS

**Educational Qualification**

- **Degree:** B.Tech in Information Technology  
MLR Institute of Technology, Hyderabad  
**Year of passing:** 2018

**Personal Details**

**Date of birth** : 11/08/1995

**Address** : Hyderabad, Telangana

**Languages Known** : English, Telugu, Hindi

**Declaration**

I hereby declare that the above written particulars are correct to the best of my knowledge

**Place:** Hyderabad

(Raj Kumar M)