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| **N Ramesh Reddy**   |  | | --- | | **Mobile :9700051345 Email:ramesh.lucky1233@gmail.com**  **Address: Plot no.87 Kamla prasanna nagar allwyn colony Kukatpally 500072** | |  |

**OBJECTIVE**

To be a part of a Professional Organization while enhancing my Technical Skills in Customer Servicing and applying my Knowledge, utilizing my Education, Experience & Expertise to contribute to the goals and growth of the Organization and build a successful career for myself.

**professional experience**

* Worked in Call Health Services Pvt Ltd as Health Consultant since October 2017 to March 2018
* Worked in Idea box consulting services as customer care executive from January 2016 to August 2017
* Worked in easemytrip.com as Back End Executive since April 2013 to December 2015

**Role**: Back End Executive

**Responsibilities**:

* Need to take the follow up of the travel agents who are currently doing business with easemy trip
* Calling to the agents if they are facing any problem such as cancellation refunds and dual booking error etc..
* Creating the new agents by explaining about the portal and providing what are the advantages of doing business with the easemytrip
* Need to check the account ledger of the agents if there is any issues with financial transactions
* Was associated with Shiva Facilities & Services as Data Entry Operator between December 2011 – January 2013

**Role**: Data Entry Operator

**Responsibilities**:

* Creating the excel sheet of the companies at which place we are doing the work
* Creating the bill what is the amount that should be paid by the company
* In some situations going to concern company where the amount should be collected
* Was associated with ICICI Bank as Phone Banking Officer between February 2011 – October 2011

**Role**: Phone Banking Officer

**Responsibilities**:

* It is an inbound process
* Handle the queries of the customers such as modification in the personal details, net outstanding need to pay, due date, etc..
* Proving the information about the offers if ther are any to the concern credit card holder, such as up gradation of the credit card, converting huge transaction to EMI

**Education Qualification**

* **Bachelor of Technology,** specializing in Information Technology (IT)**,**

CM Engineering College, Hyderabad,

Jawaharlal Nehru Technological University, 2010.

* **Intermediate,** Narayana Junior College,

**Board of Intermediate Education,**

Andhra Pradesh, 2006.

* **Secondary School Leaving Certificate Examination ( SSLC ),**

Bhashyam High School, Hyderabad, 2004.

**it technical skills**

**Operating System :** MS Windows 98 / 2000/XP

**Application packages :** MS Office

**Accolades**

* ***Recognized for performing in Debates & Essay Competition at School & College levels***
* ***Applauded for Presenting Mini Project in College level Technical Workshop***

**academic projects**

**Main Project : Online Detection And Prevention Of Phishing Attacks**

**Language of Implementation :Java**

***Project Description***

Phishing is a new type of network attack where the attacker creates a replica of an existing web page to fool users in to submitting personal, financial, or password data to what they think is their service provider’s website.We use Link Guard algorithm so as to detect the phishing attacks. Our experiment showed that LinkGuard is light-weighted and can detect up to 96% unknown phishing attacks in real-time.LinkGuard is not only useful for detecting phishing attacks, but also can shield users from malicious or unsolicited links in Web pages and Instant messages.

**Mini Project: Airport Authority Administration System.**

**Language of Implementation :** NET platform

***Project Description***

The purpose of our project is to interconnect the functioning of various activities that are to be performed by the both “**Airport Staff”** and the “**Airline Staff”.** It helps in reducing the consumption of the time. The system can be implemented across various airports in the country enabling a smooth functioning of various departments from one contact point. Various reports across each department can be generated instantaneously.

**hobbies & interests**

* Playing Cricket, Listening Music
* Travelling

**Personal details**

Date of Birth : 3rd June 1989

Languages known : Telugu, English & Hindi

**DECLARATION:**

I hereby declare that all the above mentioned information given by me is true and correct to the best of my knowledge and belief.

Date: N. Ramesh Reddy