

# SAI KRISHNA GORIJALA

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## PROFESSIONAL SUMMARY

Experienced application developer with solid background in software design, development, deployment and customer Service. Skilled in various programming languages and software tools to create, test and maintain high-quality applications. Demonstrates talent for collaborating with cross-functional teams to turn project requirements into robust and scalable software solutions.

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## WORK HISTORY

**Customer service associate, 11/2023 to Current**

**FoundEver - Coventry, West Midlands**

- Tracking customer experiences across online and offline channels, devices, and touchpoints.
- Collaborating with IT developers, as well as the production, marketing, and sales teams to enhance customer services and brand awareness.
- Aligning customer experience strategies with marketing initiatives. as well as informing customers about new product features and functionalities.
- Identifying customer needs and taking proactive steps to maintain positive experiences.
- Analysed customer needs through Calls and Emails to recommend appropriate products or services.
- Efficiently assisted customers with Energy queries
- Resolved customer issues in 20% less time than company average through efficient problem solving and forward planning.

**Data Scientist (Intern, 02/2021 to 11/2021)**

**ASAP Data Solutions City of London - London, United Kingdom**

- Work with product manager to help shape data science products and offerings and offer technical inputs
- Make things work and get things done
- Like working and being part of interdisciplinary team
- Provide thought leadership in technologies and system architecture and drive innovation
- Design and develop systems for content classification, clustering and content recommendation
- Develop algorithms that can scale to very large data sets
- Assist with further processing of data to aid data scientists during development process
- Design, develop, test and deploy system to generate more Customer
- Satisfaction Index of customers based mainly on Network Indicators and other sources

## CONTACT

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LEICESTER, United Kingdom LE35ET

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**Email:**

saikrishnagorijala@hotmail.com

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## SKILLS

- Java
  - Python
  - Flask
  - Django
  - AI / ML / NLP
  - Jenkins
  - Docker
  - Jenkins
  - Linux Administration
  - Selenium Automation
  - Puppet Scripting
  - SQL
  - Computer Vision
  - Shell Scripting
  - Active listening
  - Technical product expertise
  - Customer data protection
  - Salesforce
  - Microsoft Office Suite
  - LiveAgent
  - Instant messaging
  - Office 365 usage
  - CRM implementation
  - Data verification procedures
  - Sales forecasting
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- Conduct peer reviews of development work completed by team members
- Write technical specifications and provide documentation of work
- Define and communicate work assignments and completion criteria to team members, clarify work expectations, monitor activities and report on
- Implemented new data science models, tools and technologies to elevate business performance.
- Communicated highly technical concepts to audiences with varying levels of understanding.

#### **Application Developer, 08/2017 to 10/2019**

##### **IBM India Pvt. Ltd - Hyderabad, India**

- With EMM team as L3 Developer wherein fixing defects in existing application and testing newly upcoming functionalities respective to framework and comparing result with existing functionalities along with building automation scripts for repetitive tasks as STO
  - Worked with Jenkins tool for automation of Application health check and stability
  - Undergone Python, C++ and Electronics training
  - Worked on Various TFSA defects raised and automating them according to requirements
  - Built puppet scripts for infrastructure automation in
  - Infrastructure-As-A-Service (IAAS) platform
  - Operated with high integrity, built trust, and earned sustained credibility with internal and external client
  - Provided observations, took measurements and performed tests at various stages according to quality control plan
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  - Inspected inbound and outbound products for compliance with established industry standards, company policies and procedures
  - Developed team communications and information for scrum meetings
  - Established and maintained productive working relationships with staff to resolve operational difficulties and to promote interdisciplinary, collaborative approach
  - Provided insights and initial training on above projects to new joiners in team and helped them to gain required expertise in their work
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## **EDUCATION**

**Master of Science, Advance Computer Science with Industry - Merit,**  
**01/2020 to 07/2022**

**University of Leicester** - Leicester, com

**Bachelors of Technology, Electronics and Communication Engineering -**  
**Distinction, 06/2013 to 05/2017**

**Vignan University** - Guntur

GPA: 7.23

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CERTIFICATIONS

Java SE1 Programmer, Oracle Certified Programer (OCP)

LANGUAGES

English:

Fluent  
IELTS 8.5

Telugu:

Native