

SREERAJ CHINTHAM

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PROFESSIONAL SUMMARY

Adaptable professional with 4+ years of combined experience in student accounts, financial data management, and customer services and Technical Services. As a Graduate Assistant at St. Francis College, supported hundreds of students with tuition billing, SEVIS/visa inquiries, and payment issues, while maintaining accurate records in **Colleague** and Excel. Skilled in **student outreach, payment plan education, and account tracking**, with proven success in resolving outstanding balances and improving the student experience. Brings strong communication, empathy, and data-driven problem-solving skills to support enrollment and finance objectives.

SKILLS

- **Student Accounts & Finance:** Tuition inquiries, account reconciliation, payment plans, Ellucian Colleague and Self-Service and Salesforce.
- **Customer Interaction:** High-volume student support, phone/email outreach, empathy and conflict resolution, cross-cultural communication.
- **Data & Reporting:** Excel (pivot tables, VLOOKUP), SQL, Tableau dashboards, financial trend analysis, CRM (HubSpot).
- **Process & Systems:** Documentation, workflow optimization, automation with Python/AI tools, adaptability in fast-changing environments.

EDUCATION

St. Francis College

M.S. Management in Information Technology Management and Business Analytics

Brooklyn, NY

September 2023 – August 2025

- **GPA:** 3.8
- **Relevant Courses:** Corporate Finance, Financial Accounting, Data Analytics, MS Excel, Python Programming and Software Engineering.

PROFESSIONAL EXPERIENCE

St. Francis College

Customer Service Grad Assistant

Brooklyn, NY

Nov 2024 – Aug 2025

- Assisted hundreds of students with **tuition billing, payment plan enrollment, and account troubleshooting**, ensuring timely resolutions.
- Used **Colleague, Self -Service** and **MS Excel** to track balances, apply payments, and maintain documentation for outreach and account holds.
- Supported registration and residency events serving thousands of students; resolved on-the-spot billing/registration issues.
- Served as the **front desk representative**, handling high-volume inquiries with strong communication and customer service skills.
- Collaborated cross-departmentally with Enrollment, Financial Aid, and Student Accounts staff to **resolve escalated cases quickly**.
- Conducted **outreach via phone, email, and in-person** to follow up on student academics, student accounts.

EasyBee AI

Software Developer - AI

Boston, MA

June 2025 – Present

- Built a **customer dashboard** with knowledge base, document ingestion, and a deep research agent to scrape, enrich, store external content for continuous updates and track outreach activity .
- Built AI chatbots for **customer service use cases**, including account lookup and billing guidance, reducing latency by 75%.
- Integrated solutions with **HubSpot CRM and internal data**, improving reporting and tracking for client finance teams.
- Learned to balance **customer experience** with **data integrity**, strengthening communication with clients and internal stakeholders.

HeadStarter

Software Resident - AI

New York, NY

April 2025 – Present

- Designed a **credit-card service agent** capable of answering payment questions, initiating disputes, and guiding customers through account options.
- Automated financial form-filling workflows, improving accuracy and timeliness of insurance/finance processes.
- Collaborated with product and finance teams to align technical work with customer account needs.

Deloitte

Software Engineer

Hyderabad, INDIA

September 2019 – Dec 2022

- Worked on backend services that are **invoicing, payment processing, and reconciliation workflows** for enterprise clients.
- Partnered with client-facing teams to ensure system features met financial and reporting requirements.
- Mentored junior team members, strengthening communication and leadership in collaborative environments.

PROJECTS

DFI Retail Supermarket Financial Case Study

March 2025 – March 2025

- Analyzed customer demographics, store locations, and competitor positioning to identify high-demand areas and optimize outreach strategies.
- Created Tableau dashboards for tracking trends and reporting insights, supporting data-driven decision-making.
- Recommended targeted engagement strategies to improve coverage and operational efficiency

Sarah – AI Support Agent for Aven Finance

August 2025 – August 2025

- Developed a full-stack AI agent to handle student account and billing inquiries via chat and voice, integrating retrieval-augmented generation (RAG) pipelines for accurate information.
- Automated repetitive account inquiries, improving response time, service quality, and reducing manual workload for finance staff.
- Logged all interactions and payment arrangements, generating actionable reports and maintaining accurate records.

Rental Buddy

May 2025 – May 2025

- Developed an AI-powered assistant to manage a 10,000-row rental dataset, automating grouping and reporting of properties.
- Reduced manual effort by 80% while providing structured insights, demonstrating strong data management and analysis skills relevant to financial and account operations.
- Applied data-driven solutions to streamline complex, large-scale datasets, improving operational accuracy.

INTERESTS

Interests:Cricket, Esports, Gaming, Investing, App Development, Reading, Audiobooks

Languages: English (proficient), Hindi (proficient), Telugu(native)