Papad Vishal

9133538321 | vk9133538321@gmail.com | Hyderabad, Telangana

Summary

Tech-savvy and detail-oriented IT professional with strong problem-solving abilities and expertise in technical troubleshooting. Skilled in programming and data analysis. A proactive learner with excellent communication skills, looking to contribute technical expertise and collaborate in a dynamic environment to drive innovation and efficiency.

Experience

Genpact | HYDERABAD, Telangana
Process Associate | 10/2023 - 10/2024

- Provided **first-level support** for clients, efficiently managing **service requests**, **incident management**, and troubleshooting issues related to **software** and **system functionality**.
- Collaborated with cross-functional teams to test and enhance new system features, addressing user feedback to improve overall system functionality.

Skills

Technical Skills: IT Support & Help Desk Management, Scripting/Programming: Python, SQL, HTML, Data Analysis & Reporting: Excel, Power BI (Basic), Operating Systems: Windows, linux, Soft Skills: Strong communication, time management, teamwork, adaptability, problem-solving

Education

Vardhaman College of Enginerring | HYDERABAD, Telangana
Bachelor of Technology (BTECH) -CGPA: 7.2

Narayana Junior College | Hyderabad, Telangana
Higher Secondary Education (MPC) -CGPA: 8.1

St Florence's High School | Hyderabad, Telangana
Secondary School Certificate (SSC) -CGPA: 8.7

PROJECTS

Road Navigator Identification using Deep Learning Techniques(Jan 2023) Deep learning-based road navigator identification is crucial for automated and traffic assistance driving systems and modern safety systems for drivers and vehicles.

Vehicular movements on hill stations(Dec 2021) It helps to locate the real-time location of vehicles on hill stations to avoid accidents

Certificates

Python Programming (Dec,2022) - Kaggle, Workshop on Blockchain technology (Arp-2023), Introduction to Internet Of Things(Jun,2021) - Cisco, Google cloud program(Nov,2021) - Qwiklabs, Introduction to social innovation (may,2020)

Publications & Awards

Road Navigator Identification using Deep Learning Techniques, IEEE International Conference On Distributed Computing And Electrical Circuits And Electronics (ICDCECE-2023)

Award: Run for Education, Ekal Yuva, Received Bronze medal and Certificate of participation