**PAPPALA VENKATA NAGASAI MOHAN**

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Andhra Pradesh, India. Pin: 522001.

**Kindly,Request HR person to please communicate through an email to avoid missed calls.**

**Academics**

* **B.Tech** in the stream of **Electrical & Electronics Engineering** from Vignan's lara institute of technology & science(2012 pass out)
* **Intermediate, MPC** from Sri Chaitanya college, Guntur
* **SSC**, 10th Class from St.Luke's Public School, Guntur

**Carrier Summary:**

I done my Bachelor of technology, in the stream of Electrical & Electronics Engineering. During my studies I participated inDifferent projects related to my electrical domain in various technical programs. Seeking a position to utilize my skills and abilities in an industry that offers professional growth while being resourceful, innovative and flexible. Overall I’m determinative, willingness to accept change, excellent verbal and written communication skills, Activelearner, teamskills, adaptive and inquisitive in any kind of work.Total experience is 4 years

**Work Experience:**

* Having 3 years of experience in Support executive(2013-2016) in Valuelabs.
* On contract basis,I had 3 months (June 2017 to Aug 2017) of experience as Support Coordinator in Precision.Client is ITC(FMCG).
* Currently working in Cyberfuturistics as administration professional(From June 2018).
* Quick learner and can easily adapt to new and changing situations.
* Good Analytical Ability, Communication Skills and leadership quality.
* Enthusiastic to learn new concepts and to work in a team**.**

**Professional Experience**

|  |  |  |
| --- | --- | --- |
| **Company** | **Designation** | **Duration** |
| ValueLabs | Customer Support | **17th Jun, 2013 – 19th Aug ,2016** |
| Precision(Contract basis) | Support Co-ordinator | **Jun 2017-Aug 2017** |
| Cyberfuturistics | Administration execuitve | **From June 2018**  **(Currently working)** |

**Work Project Details**

**Company-1**

**Abstract of Experience :**

Organization: Value Labs

Tenure: 17th Jun 2013 – 19th Aug 2016

Customer Support Executive

**Project Details:**

**Project 1** : Snapfish- A web-based photo sharing and photo printing service that is owned Hewlett- Packard. Our client is HP/Snapfish/District .

**Project 2** : Walmart-A web-based photo sharing and photo printing service that is owned Walmart.

Our Client is Walmart

**Role**  : To ensure all enquires and complaints from customers.

**Brief description of the project**:

Snapfish and Walmart are a web-based photo sharing and photo printing service that is owned by Hewlett-Packard and Walmart. Members can upload files for free, and are given unlimited photo storage. With a digital camera, creating a high quality, photo-personalized gift can easily be accomplished in minutes without leaving the comfort of your home. Snapfish will even deliver your item to the recipient for you.

**Key Responsibilities:**

- Receive and record incidents, service requests from users and engineers, through the agreed modes of communication (Email, Chat).

- Monitor, track and update the progress status of all incidents and service requests.

- Escalate incidents / service requests which are going beyond the agreed service levels.

-Record customer complaints and inform the concerned management staff for appropriate actions.

-Sensible allocation of calls based on the severity in line with Service Level Agreement (SLA).

-Tracking end user complaints till closure with the support of Engineers.

-Classify and prioritize the incidents / service requests / change requests as per the defined categories, urgency and impact.

-To ensure that all records related to the department's tasks & operations are accurate and in order for easy reference.

-To share the product knowledge to the customers.

-Analysis of call reports and end users feedback.

-Generating daily, weekly & Monthly reports and sharing the reports to Supervisor / Customer with in the agreed timeliness.

**Synopsis:**

Through live chats and email management we provide online support to customers of a leading E-commerce portal. Support includes query resolution, taking them through product features and smoothening customer experience and transaction processing and also it includes fulfilling product order details necessary

**Company-2**

**Precision**

Client is ITC(FMCG).I worked as support co-ordinator in helpdesk department. Domain is SAP(ERP application) helpdesk . Mediator between user and technical department. Notify Engineering Team with progress status of all queries, incidents, service requests, change requests and complaints. Getting the feedback from end user after closure of the calls by doing the necessary follow-up with engineers and end users.

**Company-3**

**Cyberfuturistics**

Client is a government project. I am working as admin for web application. It is also a helpdesk. Project is having different types of government services. Giving support for all the services available in web application to the customers.

**Academic projects**

* Main Project Title : “MODELLING AND CONTROLLING OF INVERTED PENDULUM”.

*Description***:** This paper presents the design of a fuzzy logic controller for the inverted pendulum-cart system. Inverted Pendulum is well known as a testing bed for various controllers. Fuzzy logic controller is one of the most important applications of fuzzy-rule-based system that models human decision processing with a collection of fuzzy rules.In this work two fuzzy logic controllers have been designed for Cart and Pendulum,separately.Twin controller is useful in controlling the Cart and Pendulum independently.

* Solar Energy

**Workshops:**

* Participated in one day work shop on”Skillset Development & Career Orientation” organized by

“**REACHEIGHTS EDUCATIONAL TRAINING & CONSULTANCY PVT LTD**”(Alumni of IIT).

* Involved in formation of “EEE” branchassociation of “Vignan’s Lara Institute Of Technology & Science – “EDISON””.

**Personal Traits:**

* Participated in **“VVIT-VIVA”**and achieved a prize in skit.
* Participated in **“V- TARANG”** and achieved a prize in mime
* I gave my Technical Presentation on **"SOLAR ENERGY"** and stood first in Technical

Presentation in my college**.**

**Extra-Curricular:**

* Active Participant inCollege Fest**“V-MAHOSTAV”**for four years.
* Participated in**“**Paper Presentations**”** in various technical fests.

**Hobbies:**

* Always interested to working in new domians and learning new things.
* Browsing Internet.
* Listening to music.

**Personal Profile:**

Name **:** PappalaVenkataNagasai Mohan

Date of Birth **:** August 28th, 1990

Languages Known : English, Telugu

Strengths  **:** Self-confidence,Hard Worker.

**Declaration:**PappalaVenkataNagasaiMohan, solemnly declare that the above furnished details are true to the best of my knowledge.