

RESUME

KONASI VENKAT MANIDHAR

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CAREER OBJECTIVE:

TO SECURE A CHALLENGING POSITION IN A REPUTABLE ORGANIZATION TO EXPAND MY LEARNING, KNOWLEDGE AND SKILLS.SECURE A RESPONSIBLE CAREER OPPORTUNITY TO FULLY UTILIZE MY TRAINING AND SKILLS, WHILE MAKING A SIGNIFICANT CONTRIBUTION TO THE SUCCESS OF THE ORGANISATION.

ACADEMIC QUALIFICATION:

1. **SECONDARY SCHOOL.**
 - VIDYA GRAMMAR HIGH SCHOOL, NALGONDA.
 - PASSED OUT – 2008 WITH 72.33%.
2. **INTERMEDIATE.**
 - ALPHA JUNIOR COLLEGE, NALGONDA.
 - PASSED OUT – 2010 WITH 82.50%.
3. **BACHELOR OF TECHNOLOGY.**
 - BHARAT INSTITUTE OF ENGINEERING AND TECHNOLOGY, HYDERABAD.
 - GRADUATED IN ELECTRICAL AND ELECTRONICS ENGINEERING.
 - PASSED OUT – 2014 WITH 62%.
4. **MASTER OF TECHNOLOGY.**
 - NALGONDA INSTITUTE OF TECHNOLOGY AND SCIENCES, NALGONDA.
 - POST - GRADUATED IN VLSI AND EMBEDDED SYSTEMS.
 - PASSED OUT – 2017 WITH 8.52(CGPA).
5. **BACHELOR OF EDUCATION.**
 - GOVERNMENT COLLEGE OF TEACHER EDUCATION, NALGONDA.
 - GRADUATED IN PHYSICAL SCIENCES AND MATHEMATICS.
 - PASSED OUT – 2021 WITH 8.14(CGPA).

EXPERIENCE:

- WORKED FOR INTERNATIONAL VOICE PROCESS FOR USA – CLIENT AS PROCESS EXECUTIVE IN COGNIZANT TECHNOLOGICAL SOLUTIONS FOR GOOGLE PROCESS.
- WORKED FOR INTERNATIONAL VOICE PROCESS FOR USA – CLIENT AS EXECUTIVE – CUSTOMER SUPPORT IN VALUE LABS FOR MITCHELL PROCESS.

JOB ROLE, RESPONSIBILITIES, PROJECT HANDLED AND APPRECIATION IN COGNIZANT:

- PROJECT HANDLED GOOGLE DUPLEX.
- INTERNATIONAL CLIENT CALL HANDLING.
- WORKED AS INTERNAL QC (QUALITY CONTROL).
- SCHEDULING TIME TO TIME MEETS AND ALSO DISCUSSING THE UPDATES REGARDING POLICY WITH THE TEAM.
- WORKED AS REAL TIME ANALYST TO MONITOR THE CLIENT EOD.

- ACTED AS **SUBJECT MATTER EXPERT**.
- REWARDED AS **UNICORN** FOR EXCELLENT PERFORMANCE FOR MULTIPLE MONTHS.
- REWARDED AS **SPOTLIGHT** FOR OUTSTANDING PERFORMANCE FOR COMPLETE YEAR AND GOT CERTIFICATE.
- REWARDED AS **TASK QUALITY CHAMPION** FOR MULTIPLE MONTHS.

JOB ROLE, RESPONSIBILITIES, PROJECT HANDLED AND APPRECIATION IN VALUE LABS:

- PROJECT HANDLED **MITCHELL ENLYTE INTERNATIONAL**.
- **INTERNATIONAL CLIENT CALL HANDLING**.
- DEAL WITH **SALESFORCE SOFTWARE AND AWS SOFTWARE** FOR CLIENT CASE SOLVING.
- DEAL WITH **INBOUND AND OUTBOUND CALLS**.
- REWARDED CERTIFICATION ON **INFORMATION SECURITY AWARENESS AND DATA PROTECTION TRAINING**.

ACHIEVEMENTS:

- I GOT “**DISTRICT FIRST PRIZE**” IN “**ESSAY WRITING COMPETITION**” IN MY SCHOOL DAYS.
- I GOT “**FIRST PRIZE**” FOR “**ELOCUTION COMPETITION**” FOR NATIONAL YOUTH DAY CELEBRATIONS IN MY JUNIOR COLLEGE.
- I GOT “**PARTICIPATION CERTIFICATE**” IN “**DRAWING COMPETITION**” FOR **POLICE COMMEMORATION DAY**.
- I GOT “**FIRST PRIZE**” IN “**SINGING**” IN MY COLLEGE DAYS.
- I CLEARED “**CIVIL SERVICES PRELIMINARY EXAMINATION**” CONDUCTED BY “**UNION PUBLIC SERVICE COMMISSION**”.
- I CLEARED “**CENTRAL TEACHER ELIGIBILITY TEST – CTET – DEC – 2021**” FOR PAPER – I.
- I CLEARED “**TELANGANA STATE TEACHER ELIGIBILITY TEST – 2022**” BOTH PAPER – I AND PAPER – II.

SKILLS:

- EXPERT IN MS – OFFICE.
- ChatGPT (GENERATIVE PRE-TRAINED TRANSFORMER) IN EXCEL.
- AUTOMATE EXCEL USING ChatGPT USING PYTHON.
- ChatGPT EXPERT COURSE.
- HARDWARE AND NETWORKING.
- .NET BEGINNER.
- WEB DESIGNING.
- DONE CERTIFICATION COURSES IN HARVARD UNIVERSITY THROUGH ONLINEFOR:
 1. TIME MANAGEMENT.
 2. STRESS MANAGEMNT.
 3. GOAL SETTING.
 4. FEEDBACK ESSENTIALS.
 5. DIFFICULT INTERACTIONS.
 6. COACHING.

HOBBIES:

- I LOVE TO READ BOOKS.
- SINGING SONGS.
- I WRITE ARTICLES FOR NEWSPAPERS AND SOME OF THE ARTICLES ARE PUBLISHED IN:
 1. THE HINDU.
 2. EENADU.
 3. AADAB HYDERABAD.
 4. PRAJA PAKSHAM.
 5. NAMASTE TELANGANA.
 6. ANDHRA JYOTHI.
 7. ANDHRA PRABHA.
 8. VAARTHA.
 9. SURYAA.
 10. TELANGANA TIMES. etc.,

PERSONAL DETAILS:

- FATHER NAME: KONASI MURALI.
- DATE OF BIRTH: 07-05-1993.
- LANGUAGES KNOWN: TELUGU, ENGLISH, HINDI, TAMIL, MALAYALAM AND KANNADA.
- RELIGION: HINDU.
- MARITAL STATUS: MARRIED.
- NATIONALITY: INDIAN.

DATE:
PLACE:

(KONASI VENKAT MANIDHAR)