**NARA SYAM SUNDAR**

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PROFESSIONAL SUMMARY

To work in a harmonious environment with a progressive organization that shall enable me to improve my skill sets and to achieve a career that indulges my passion for technology combined with an opportunity to apply my understandings of the same. Through this career I should have the opportunity to learn, and to utilize the learning

Proactive, friendly customer service specialist dedicated to meeting and exceeding expectations at every interaction. Timely and professional with extraordinary communication skills and ability to build and cultivate relationships to drive business retention. Actively seeking a customer service director role where I can utilize my education and experience to add immediate value to an organization.

# EMPLOYMENT HISTORY

Dec. 2018 – Present HYDERABAD, TELANGANA

## CUSTOMER SUPPORT EXECUTIVE, VASUDHAIKA SOFTWARE SOLUTIONS

* Resolve customer complaints or answer customers' questions regarding policies and procedures.
* Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
* Review records or reports pertaining to activities such as production, payroll, or shipping toverify details, monitor work activities, or evaluate performance.
* Maintain records pertaining to inventory, personnel, orders, supplies, or machine maintenance.
* Coordinate activities with other supervisory personnel or with other work units or departments.
* Develop or update procedures, policies, or standards.

Mar. 2018 – Dec. 2018HYDERABAD, TELANGANA

## JUNIOR EXECUTIVE, JOCHEBED TECH SOLUTIONS

* Analyze and record test results, and prepare written testing documentation.
* Modify, maintain, and repair electronics equipment and systems to ensure that theyfunction properly.

# EDUCATION

## GED: INFORMATION TECHNOLOGY

Apr. 2016

* ADITYA INSTITUTE OF ENGINEERING AND TECHNOLOGY **- 62%** - SRIKAKULAM, ANDHRA PRADESH

Mar. 2012

## INTERMEDIATE: MPC

* SRI CHAITANYA JUNIOR COLLEGE - **83%** - SRIKAKULAM, ANDHRA PRADESH

## ENGLISH

Mar. 2010

* OXFORD PUBLIC SCHOOL - **76%** - SRIKAKULAM, ANDHRA PRADESH

# SKILLS

## TESTING TEST CASE SCENARIOS , APP DESIGN - MODELS

**TYPING SKILLS, Planning and implementation**

**ORACLE Web Technology HTML • C, Database, ENGLISH, HTML, Operating Systems : Windows Web Technology, JAVA, /XP/VISTA, WINDOWS 7, 8 Technical**

* **Network maintenance**

PROJECT

PROJECT IN BTECH - CITY BUS MANAGEMENT SYSTEM

Main objective of this project is to computerize entire process of data management in city transport department main bus routes, collection details, employees details.

**Route Management:** This module consists of information of different routes inside city. Timings of buses and route they travel are maintained. User can search by bus name to find all details.

**Bus details:** Information of each bus with timings and bus numbers are managed using this module.

**Bus Stops:** Details of each bus stop where bus will stop and timings of bus when it will reach at each stop is managed using this module.

**Trip Information:** Starting point and ending point details with total trip details are managed using this module.

### Company Projects :

**Developed a Website called tfresh.org it is an Initiative by Telangana Horticulture Department. In this We are taking Orders directly and help them to buy Fruits and Vegetables.**

**Our Actions -- Try to Figure out the Test case issues and fix those issues through Bugnet. And enquiries which are coming through Smartsupp tool and we have to respond.**