

Krishna Chaitanya Narella

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CAREER OBJECTIVE

Customer Service Representative bringing top-notch skills in oral and written communication, active listening, and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

CORE COMPETENCIES

- Customer service
- Client assessment and analysis
- Problem Resolution
- Team collaboration
- Product Knowledge

PROFESSIONAL EXPERIENCE

CALIBER TECHNOLOGIES PVT.LTD, HYDERABAD

PROJECT DETAILS:

Project: LIMS (Laboratory information Management System)
Type: Web Based Application
Environment: SQL Server.
Role: Product Consultant (July 2019 to till date).

DESCRIPTION:

A Laboratory Information Management System (LIMS) is software that allows analyst to effectively manage samples and associated data. By using a LIMS, QC Laboratory in Pharma Industry can automate workflows, integrate instruments, and manage samples and associated information. Additionally, LIMS can produce reliable results more quickly and can track data from sequencing runs over time and across experiments to improve efficiency.

RESPONSIBILITIES

- Ensure all tickets are resolved within SLA; develops plans for short-term work activities in own area.
- Test customer problems and log issues to development, working with developers to identify solutions or workarounds.
- Work with Product Managers, QA, and Development teams to highlight customer compensation processing trends and identify areas for enhanced functionality.
- Assist in the development and implementation of new or improved service delivery strategies and initiatives.
- Makes proactive client calls to ensure client satisfaction, issue resolution, and client retention proactively identifying potential issues in design.
- Provide accurate and timely support to customers.

- Work closely with clients and our product management teams to design and implement new functionalities.
- Responsible for understanding the user requirements and conveying the same to team with accurate details.
- Used ADO.NET to interact with SQL Server Database.
- Basic knowledge in creation of Stored Procedures, functions, user defined data types etc. in MS SQL Server 2012.

EDUCATION

LENDI INSTITUTE OF ENGINEERING & TECHNOLOGY, Vizianagaram, Andhra Pradesh
B-Tech, Apr 2018

TECHNICAL SKILLS

Languages: C programming, Java, .Net
Data Base: SQL Server.
Operating System: Windows XP, Linux.
Web and App server: IIS (Internet Information Service).

HOBBIES

Watching movies
Playing Games
Listening Music

PERSONAL INFORMATION

Full Name: Krishna Chaitanya
Father name: Balarama Krishna Rao
Date of birth: 20-08-1997
Nationality: Indian
Languages Known: English, Hindi, and Telugu.
Address: D-no: 10-23
Kumili village, Pusapatirega Mandal,
Vizianagaram district, Andhra Pradesh- 535204

Declaration:

I hereby declare that the above information furnished is true to the best of my knowledge and belief.

Place: Hyderabad

Date:

Signature: