

PREETI PATTAN

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CAREER OBJECTIVE

To work in an organization, which fosters a dynamic environment of excellence and achievement, enhancing my qualification, knowledge and skills where I can significantly contribute to the high quality service with dedication thereby providing an opportunity to grow myself and to be a key contributor to the growth of an organization.

EDUCATION

- August 2015-2019
Bachelor's Degree in Information Science and Engineering
Nitte Meenakshi Institute of Technology, Bangalore, India
GPA: 8.83/10
- 2013-2015
State Board
Vidyadham J R College (Fiitjee), Kukatpally, India
Percentage: 79%
- 2013
Central Board of Secondary Education
Guru Nanak Public School, Bidar, India
CGPA: 7.4/10

WORK EXPERIENCE

Company: **Amazon Development Center, Bangalore**

Duration: 15th July 2019- 31st of July 2020 (1year 15 days)

Designation: ERC Associate, HR service

Description:

- HR assistance to Amazon Employees (Support US), the form of accurate, consistent and timely response to inquiries from various contact channels.
- Receive & log all queries received through phone and email in the trouble ticketing tool. Responding to inquiries regarding policies and programs including benefits, attendance, payroll deduction, etc.
- Ensure that the integrity and discretion in dealing with sensitive information and ensure data privacy at all times.
- Experience with HR Applications like People Portal, US payroll portal, Trouble Ticketing, time and attendance System.
- Experience in International Voice Process

Achievements:

- Dazzler awards for being Top 10 in the process (from July 2019-july 2020)
- Received Master Blaster Award two times for continuously being Top 10 in the the process

EXTRACURRICULAR ACTIVITIES

- 1) Two days' workshop on Python for Data Analytics.
- 2) Udemy course (Microsoft Excel – Excel from beginners to Advanced)

ACADEMIC PROJECTS

- 2016
Python Based Software Solution For Calculation Of Cos' Attainment Through MSE
Verifying whether the Program outcomes (PO's) and Course outcomes (CO's) are achieved per MISSION and VISION established by ISE department of NMIT and by what percentage, it is achieved.
- 2018
Software to Manage IPR Data
A software that can migrate data from spreadsheet to a secure database .The software was also able to add and retrieve data from the database. The software was capable of searching the data with various combination of fields .This software also had a good user interface, backup and restore features.
- 2019
An Approach to Word Sense Disambiguation Using Modified Lesk Algorithm
We intend to disambiguate the sense of an ambiguous word in a sentence. Each Ambiguous word can have one more meaning in every given contents. The key here is to identify the ambiguous words and there right meaning according to the context

SKILLS

- Payroll
- HR Operations
- Onboarding
- Hardworking
- Time Management
- Detail oriented
- Ability to take ownership and work for early resolution
- good team player