

# **RESUME**

**Vijay Kumar Munnuru**  
**Software Engineer**

**Email: munnurvijay029@gmail.com**  
**Mobile: +91-9542210919**

---

## **Career Objective:**

Experienced professional with a strong background in technology-related roles. Proficient in software development, and technical support. Skilled in problem-solving and optimizing performance. Capable of managing. Projects and collaborating effectively with teams. Committed to continuous Learning and staying current with industry trends to contribute to organizational success.

## **Work Experience:**

### **Convergys India Services Private Limited**

Aug 2024 – Present

- Troubleshoot issues and worked with service providers to facilitate repairs for end users.
- Analyzed user requirements to resolve the issues.
- Provided technical support to customers regarding product issues and performed troubleshooting steps to resolve the issues.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.

### **Tech Mahindra Ltd**

Nov 2021- May 2024

- Collaborated with cross-functional teams to gather and define requirements for new software features.
- Analyzed user requirements to develop software solutions.
- Performed integration testing between different components of an Application prior to release.
- Provided technical support and troubleshooting assistance for software users.

## **Technical Skills:**

- Languages:** Python, C, JAVA, JavaScript, HTML, Power BI, XML, PHP, CSS
- Database:** Microsoft SQL Server 2014, MySQL
- Operating Systems:** Linux, Windows (8 &10)

## **Extra -Curricular Activities:**

- Certified 2-month training program on **Artificial Intelligence and Machine Learning at Digithon India**

**Academic Qualifications:**

| Qualification          | Institution/Location                                                    | University/Board                | Year of Passing | Marks Obtained (%) |
|------------------------|-------------------------------------------------------------------------|---------------------------------|-----------------|--------------------|
| B.Tech (CSE)           | JNTUH College of Engineering,<br>Sultanpur,<br>Sangareddy,<br>Telangana | J.N.T.U.H                       | 2020            | 71.25              |
| Intermediate           | Narayana Junior College,<br>Hyderabad,<br>Telangana                     | Board of Intermediate Education | 2016            | 95.80              |
| 10 <sup>th</sup> Class | Oxford High School,<br>Jogipet,<br>Sangareddy,<br>Telangana             | Secondary School Certificate    | 2014            | 92.15              |

**Personal Strengths:**

- Strong Technical Skills
- Quick learner and adaptable to different technologies
- Individual as well as Team contributor
- Good Troubleshooting skills

**Personal Information:**

**Father** : Krishna Rao Munnuru  
**Mother** : Pushpalatha Munnuru  
**DOB** : 01-10-1998  
**Address** : H-No: 14-47/7, Near SRM Junior College, Jogipet, Sangareddy, Telangana  
**Languages** : English, Telugu, Hindi

**Date:**

**(M. Vijay Kumar)**