

Swetha Gunnam

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Profile Summary

Dedicated and result-oriented software engineer with 3 years of experience in understanding and anticipating needs and creating an environment where development, quality assurance, staging & production work can proceed efficiently and securely.

Work Experience

Worked as **Technical and Customer Support Analyst** in **Emgrad Educational Solutions** from **January 2024 to February 2025**

Worked as a **Operational Analyst** in **Object Technology Solutions**, Hyderabad, from **Dec 2021 to Nov 2023**.

Key Responsibilities

- Resolved user issues by applying coding techniques to develop efficient solutions, ensuring seamless user experiences and quick problem resolution.
- Handled customer queries through **email, chat, and ticketing systems**, providing accurate and timely resolutions.
- Streamlined and organized large datasets by applying advanced Excel formulas to ensure accurate and efficient data categorization and analysis
- Efficiently documented customer interactions in the **CRM system**, ensuring detailed and accurate records.
- Demonstrated **effective written communication** to resolve issues clearly and concisely.
- Handled **multiple chat conversations simultaneously**, prioritizing urgent cases.
- Implementing and managing continuous Automation of Complex Business tasks.
- Worked collaboratively with technical teams to **troubleshoot and resolve product-related concerns**.
- Understanding, implementing and automating tasks like repetitive, rule based and manual tasks
- Followed company policies and guidelines for **effective customer handling**.

Skills

- Customer Support Expertise
- Email and Ticketing Platforms
- Troubleshooting and Problem-Solving
- Time Management and Multitasking
- Strong communication & analytical skills.
- Active Listening and Empathy
- Documentation and Accuracy
- Basic knowledge on programming languages(Core Java, SQL, Manual Testing)

Education

2014-18	B. Tech Information Technology from Aditya College of Engineering and Technology, Kakinada.
2012-14	Intermediate from Narayana Junior College, Rajahmundry

Personal Information

Gender : Female
Date of birth : 04/07/1997
Nationality : Indian
Languages known : English, Hindi & Telugu
Permanent Address : Plot no 23, G.V.Reddy Colony, Alwal, Hyderabad,
Telangana, 500010

Declaration

I hereby declare that all the above information is true to the best of my knowledge.

Place:

Date: _____ Signature _____