

CURRICULUM VITAE

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Career Objective

To work for a professional organization which offers challenging opportunities, an excellent cooperative working environment to utilize my professional and technical knowledge, enabling me to improve my abilities, develop my functionality, and improve the organization plans and work procedures.

Educational Qualification

- MBA in Human Resources Department from Vivekananda PG College 2025 (First in Class with distinction)
- PG Diploma in Human Resources Department from DR BR Ambedkar Open University 2025 (First in Class with distinction)
- BSC Horticulture from College of Horticulture Mojerla in 2023 (First in Class with distinction)
- Intermediate from Sri Chaitanya Junior College in the year 2017 with 95.9%.
- S.S.C from JSM High school in the year 2015 with 97%.

Projects

- A Study Investigating the role of HR in promoting work Life Balance for Employees at Wipro Limited
- Effectiveness of Employee Training and Development at Icynergy Intelligent Solutions Pvt Ltd

Work Experience

- Organization: Data Flow Services India Pvt Ltd.
- Client: Leveraged Clients
- Role: Senior Associate
- Duration: 2021 October -Till Present
- Solving non-technical customer issues through ticketing tools via emails and voice.
- Sharing time to time updates in the form of MOM and product usage reports with the respective customers upon request.
- Regular meetings with clients and account leadership to fulfill their requirements.
- Holding the experience of managing the entire workload of the team in absence of my leads and managers.
- Basic knowledge on cloud computing and Azure.

Roles and Responsibilities

- Verification of academic credentials.
- Verification of prior employment including position, longevity and job performance,
- Sometimes tracing back ten years or to the three prior positions.
- Verification done by professional references, personal references.

Tool Activities

- Hands on knowledge on the Ticketing tools like Remedy and Snow
- Hands on knowledge on the CRM (Customer Relation Management) application and Veriflow.
- Work experience in creating MIS (Management Information) reports

Key Skills

- Effective project demonstration & execution
- Quality and timely project deliverables ensuring Customer delight
- Possess great eye for detail
- Highly proactive on problem identification, methodologies proposition
- Strong at process life cycle & documentation
- Good oral & written communication skills in English

Professional Strengths

- Willingness to learn New Skills/Technologies.
- Ability to work effectively in a team or as an individual.
- Adaptive to a new working environment.
- Hardworking, goal-oriented Sincere and Supportive, Adaptive,
- Good in communication skills.

Awards & Achievements

- Continuously rewarded by a higher management team in the form of cash and Certificates.
- Rewarded by the location Head, for fulfilling the client requirements way before the TAT resulting customer satisfaction.
- Received every month appreciations and positive notes from clients for understanding and managing their issues with at most priority.

Personal Profile

Name : Nimma Harini

Father's Name : N Rajireddy

Date of Birth : 27-08-2000

Gender : Female

Marital Status : Single

Nationality : Indian

Hobbies : Watching Tv, Listening Music

Languages known : Telugu, Hindi & English.

Permanent Address : Santhosh Nilayam MJ colony, Gayatri Nagar, Ecil, Hyderabad

Place: Hyderabad

N Harini

Date: 01 September 2025