

RESUME

PARAVA JAYAKRISHNA REDDY
s/oMrP.Rajeswara Reddy
H.NO:1-69-23,KankipativariGaruvu,Tuni
East Godavari District ,Andra Pradesh-533401

Phone number: 917989161377

Email id :9jayakrishnareddy@gmail.com

CAREER OBJECTIVE

To get a growth oriented position in a reputed organization when my skills can be utilized for improvement and success of the organization.

TECHNICAL SKILLS

- Packages : AUTO CAD, CATIA V5.1, MS OFFICE
- Operating Systems : windows 10, Windows 8, Windows 7, Windows XP

WORK EXPERIENCES

□ **Genpact**

Process Associate: March 2019 to till date

Client: Go daddy

Description: Go Daddy Inc. is an American publicly traded Internet domain registrar and web hosting company. As of May 2017, Go Daddy has approximately 19 million customers and over 6,000 employees worldwide.

Roles and Responsibilities:

- Handling the Issues and sales closely and providing the correct information in time manner over the chat and phone to users.
- Raising tickets for critical issues and follow up scheduled call backs to customers to ensure 100% satisfaction.

- Investigate, Research and resolve customer's issues and updating the information in CRM tool.
- Providing the technical support for updating the DNS records, hosting websites, Virtual Private Server, Dedicated servers.
- Providing the technical support for Database issues , Office365 emails support, And support on SSL certificates.
- Resolve the technical errors and provide update patches to the customers on applications

□ **Cheric Information Network technologies Pvt Ltd.**

IT recruiter: November 2017 to February 2019

Roles and Responsibilities:

- Write and post technical job descriptions
- Parse specialized skills and qualifications to screen IT resumes
- Perform pre-screening calls to analyze applicants' abilities
- Interview candidates combining various methods (e.g. structured interviews, technical assessments and behavioral questions)
- Coordinate with IT team leaders to forecast department goals and hiring needs
- Craft and send personalized recruiting emails with current job openings to passive candidates
- Participate in tech conferences and meetups to network with IT professionals
- Compose job offer letters

ACADEMIC QUALIFICATION

- Completed B.tech (MECH) in **Adarsh College Of Engineering**, Chebrolu (2013-2017)
- Completed Inter (Mpc) in **Mother College of Education**, Kotananduru (2011-2013)
- Completed SSC in **Z p h School**, Vempadu(2010-2011)

PROJECT

Project Title : **Design and Analysis of Plastic Mould for Aeronatical Hinge**

Team Size : 5

Role : Team lead

ACHIEVEMENTS

- Certification of merit for ESSAY WRITTING ORGANAISED BY BPL(ITC)
- Participated in science fair

Strengths

- Positive thinker
- Self motivater
- Excellent Communication and presentation skills.

HOBBIES

- Cooking
- Gardening
- Video gaming

PROFILE

Name : PARAVA JAYAKRISHNA REDDY
D.O.B : 24 MAY 1996
FatherName : Mr ParavaRajeswara Reddy
Languages Known : English, Telugu

Address : P. Jayakrishna Reddy s/oMrP.Rajeswarareddy
1-69-23,kankipativarigaruvu,tuni
Tuni Mandal-533401
Andhra Pradesh

DECLARATION

I here by declare that all the information mentioned above is true to the best of my knowledge and belief.

PLACE
DATE:

SIGNATURE:
(PARAVA JAYAKRISHNA REDDY)