

DENDUKURI VIJAYALAKSHMI SIVANI

+91 9121825951 | Bhimavaram, India | sivanivarma169@gmail.com

LINKEDIN <http://www.linkedin.com/in/sivani-dendukuri-51873b210>

Detail-oriented and customer-focused professional with a strong educational background in Computer Science, seeking a Customer Operations Associate role at Esko where I can apply my skills in software management and JIRA to drive customer satisfaction and business success.

EDUCATION

Master of Science (MSc), D N R College | Bhimavaram, 8.2 GPA

September 2020 - October 2022

Bachelor of Computer Science (BSc), B V Raju College | Bhimavaram, 8.8 CGP

June 2017 - August 2020

SKILLS

- Programming Languages: C, Java, Python
- Database and Language: SQL, Database management
- Software License Management
- JIRA
- Networking
- Customer Database Management
- Vendor Management
- Data Management and Analysis
- Technical Documentation
- Process Development
- Soft Skills: Innovative Problem-Solver, Time Management and Organization, Process Improvement and Efficiency, Attention to Detail and Accuracy, Team Player with Good Interpersonal skills, Effective communicator

TECHNICAL SUMMARY

- **Customer Operations:** Demonstrated customer-focused skills through Forage's JPMorgan Chase Asset Management virtual experience program. Improved customer satisfaction by 25% through timely delivery of investment solutions.
- **License Management:** Utilized data analysis skills to manage software licenses, ensuring compliance with licensing policies and agreements, through Forage's Datacom Software Development virtual experience program.
- **Process Improvement:** Identified process gaps and proposed solutions, streamlined operations and improved efficiency by 30% through process improvements, through Forage's Accenture North America Project Management virtual experience program.
- **Team Collaboration:** Effectively communicated technical information to non-technical stakeholders, demonstrated strong verbal and written communication skills, through Forage's HSBC Global Banking & Markets Job Simulation.
- **Problem-Solving:** Analyzed and resolved technical issues, ensuring minimal disruptions to customer operations, through Forage's PwC US Cyber Security Consulting virtual experience program.
- **Data Analysis and Management:** Created data dashboards using Tableau, providing actionable insights and enhancing data-driven decision-making for clients.
Managed customer information databases, ensuring accurate and up-to-date records.

PROJECTS

Implementation and Detection of Keyloggers in a System

Developed an advanced keylogger monitoring system to secure user data and detect potential malicious activities.

Newtons Backward Interpolation using C Programming

Calculated the value of a function using Newton's Backward Interpolation formula, contributing to the accuracy of the results.

Online Doctor Appointment System using Data Structures

Developed an online doctor appointment system utilizing data structures to manage appointments, automate appointment scheduling, and store patient information.

CERTIFICATIONS

- System Administration | Microsoft
- Operating systems | Saylors academy
- Linux and backend | Triplebyte
- Data Analysis with Python | IBM
- AWS | Udemy
- Cyber security | Ministry of Electronics and Information & FLM
- Digital marketing | Apssdc