

Ediga Chenna Kesava Goud

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PROFESSIONAL SUMMARY

MIS & Operations professional experienced in handling escalated Google Pay for Business issues, ensuring timely resolution, accurate MIS reporting, and strict SLA compliance with strong SQL and Advanced Excel skills.

EDUCATION

Bachelor of Technology (Computer Science) G.Pullaiah College of Engineering and Technology	2020 - 2024 Grade: 7.49/10.0
Intermediate (Class XII) Ravindra Jr.College	2018 - 2020 Grade: 7.25/10.0
Matriculation (Class X) Keshava Reddy	2017 - 2018 Grade: 9.3/10.0

INTERNSHIPS

Process Associate Genpact	October 2024 - August 2025 <i>Hyderabad, Telangana, IND</i>
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- Handled escalated Google Pay for Business issues using internal tools
- Generated MIS reports on escalations, SLAs, and resolution metrics
- Analyzed data trends to support operational improvements

PROJECTS

IT Ticket Analysis & Support Performance Dashboard	December 2025
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- Analyzed IT ticket data to assess agent performance and resolution efficiency
- Evaluated resolution time trends and customer satisfaction across ticket categories
- Identified performance gaps and operational inefficiencies using pivot-based analysis
- **Tools Used:** Microsoft Excel Pivot Tables, Pivot Charts, Conditional Formatting, Slicers, Dashboard Design

SKILLS

Computer Languages: SQL
Software Packages: Excel
Soft Skills: Communication Skills