Apurva Chinni

Sr. Technical Support Engineer

Highly motivated and results-oriented Analyst with a strong background of leveraging data to drive informed business decisions. Known for exceptional attention to detail and a passion for problem-solving, I excel at transforming complex data into actionable insights that optimize performance. With a continuous drive to learn and adapt, I am eager to contribute to a dynamic team, take on new challenges, and help organizations thrive in an increasingly data-driven world.

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WORK EXPERIENCE

Sr. Technical Support Engineer
SKO Systems Pvt. Ltd.

09/2023 - 07/2024

Worked as an Assistant Scrum Master/PMO. Assisted in Requirement gathering, Feasibility Analysis and Manual Testing in Mobile and Web Applications. Experience in scheduling different scrum ceremonies and noting down MOM needed for requirement gathering. Created High Level Architecture diagrams for different android applications and web controller. Hands on experience in testing, creating, and resolving bugs on Azure DevOps. Expert in creating and managing sprints, user stories, tasks, bugs, events on Azure DevOps along with Atlassian Confluence, Box, Microsoft Azure,

Sr. Technical Support Engineer
Nice Packaging and Labelling Products

03/2023 - 09/2023

Worked as a Sr. L3 Tech. Support Engineer, handling and managing software issues. Experience in using Salesforce CRM module, Dynamics 365 and Case Management to track and update software issues. Worked with SAP, Universal and Oracle Connectors for Loftware. Experience in creating and using AWS instances. Active Participation in Problem Management and Change Management processes. Participated in Problem management service quality review calls, prepared the action items for each major Incident and worked on resolving them efficiently.

Business Operations Analyst
Amazon Development Center Pvt. Ltd.

10/2020 - 03/2023

Worked as a L2 Support Engineer, handling and managing customer queries. Effectively managed a high volume of inbound and outbound Business calls. Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems. Experience working with large data sets. Actively maintained and updated customer and business accounts. Engaged with business stakeholders to understand and analyze business issues, goals, and requirements. Deep expertise on the application functionality, design, and implementation.

EDUCATION

MBA in Business Analytics - 2022
SPPU (Pune University) CGPA - 8.8

BE IT - 2020
SPPU (Pune University) CGPA- 7.2

SKILLS

PowerBI Python Microsoft Azure Excel Microsoft Dynamics Business Analytics Data Analytics SQL Salesforce

ACHIEVEMENTS

German Language Certification (Level 3) from Symbiosis, Pune - 2018

Certification Workshop in Python from Algorithmic Electronics -2019

6 months Data Science and AI Certification Program from Inttrvu.ai - 2024

Scored 90% in Business & Data Analyst Roadmap Assessment - Learn Tube (Powered By Google) -2024

Business Analyst Workshop: Excel, Stats, SQL, Tableau from Udemy - 2024

30 days Power BI Micro Course from ISO 9001 - 2024

Data Analytics using Power BI Workshop: End-to-end Project from Tech Tip 24 - 2024

Power BI Domination Workshop from Skill Nation- 2024

LANGUAGES

German
Professional Working Proficiency

English
Full Professional Proficiency

Marathi
Full Professional Proficiency

Hindi
Full Professional Proficiency

INTERESTS

Cooking Baking Music