

Charles Prasanth Chowdry Pagolu

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With a strong background in informatics systems, specializing in artificial intelligence, coupled with hands-on experience in various internships and project simulations, I am confident in my ability to contribute effectively to your team.

At Sutherland Global Services, I honed my customer service and analytical skills as an Amazon Associate, where I successfully resolved 35% of customer inquiries related to order statuses and refunds. This role demanded precision, problem-solving, and the ability to navigate multiple software tools, all of which I managed effectively.

During my internship at Star Radiance Medical Devices Training Aids, I developed robust data collection and analysis techniques, which led to a 16% improvement in gaining meaningful insights. My work on documentation and reporting further achieved a 9% enhancement in organizational outcomes.

My technical acumen was further sharpened during my internship at UAB D-Link Baltija, where I utilized SNMP functionality and machine learning to enhance network efficiency by 15% and reduce downtime by 10%. This project underscored my ability to integrate machine learning algorithms into practical applications, significantly optimizing network management.

In addition to my internships, I have completed project simulations with Verizon and Mastercard. At Verizon, I successfully tested and enhanced VPN products, ensuring they met cloud-native traits such as redundancy and resiliency. My work with Mastercard involved identifying and mitigating cybersecurity threats, showcasing my ability to adapt to different technology environments and safeguard sensitive information.

My education in Informatics Systems from Vytauto Didžiojo Universitetas has equipped me with a solid foundation in artificial intelligence systems, which I have applied in various projects such as real-time face detection and recognition, and interactive website development. These projects not only improved my technical skills but also enhanced my problem-solving and critical thinking abilities.

I look forward to the possibility of discussing how my skills and experiences align with the goals.

Please feel free to contact me at +370 66217629 or via email at Charles.pagolu@outlook.com to schedule an interview.

Sincerely,

Charles Prasanth Chowdry Pagolu