

Charles Prasanth Chowdry Pagolu

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PROFESSIONAL EXPERIENCE

Sutherland Global Services Pvt Ltd

Jun 2023 - Sep 2023

Amazon Associate

Chennai, India

- Helping customers with inquiries by using a variety of software tools to navigate and manage client accounts.
- Analyzed and investigated policies to give clients practical answers.
- Assist clients with account inquiries and policy reviews via mail, chat which results in a 25% resolve rate.
- Addressing refunds, giving updates on the status of orders or Shipments resulting in a 35% resolution rate.

Star Radiance Medical Devices Training Aids

Jul 2022 - May 2023

Internship

Chennai, India

- Data Collection: Collecting information from multiple sources.
- Data Refinement and Analysis: Refine and analyze data to gain 16% of meaningful insights.
- Supporting Objectives: Providing insights to help achieve organizational goals.
- Documentation and Reporting: Documenting findings and reporting insights achieving 9% improvement in outcomes.

UAB D-Link Baltija

Feb 2022 - Jun 2022

Internship

Kaunas, Lithuania

- SNMP functionality has been enabled on D-Link switches and DAPs to allow for more efficient data collection and analysis.
- Net-SNMP was used to gather and analyze all data from network devices.
- Documented all important facts in text format for future reference.
- Using Machine Learning to improve network management resulted in a 15% increase in network efficiency and a 10% decrease in downtime.

EDUCATION

Vytauto Didžiojo Universitetas

Kaunas, Lithuania

Informatics Systems (Specialization of Artificial Intelligence Systems)

PROJECTS EXPERIENCE

Verizon Cloud Platform Job Simulation

Jul 2024 - Jul 2024

- Completed a job simulation involving building a hypothetical new VPN product for Verizon's Cloud Computing team.
- Used command line Python to test whether Verizon's VPN met the cloud-native traits, i.e. redundancy, resiliency and least-privilege.
- Researched approaches to achieve application security and communicated insights in a PowerPoint Presentation.

Mastercard Cybersecurity virtual experience program

Jun 2024 - Jun 2024

- Completed a job simulation where I served as an analyst on Mastercard's Security Awareness Team
- Helped identify and report security threats such as phishing
- Diagnosed and identified which areas of the business needed more robust security training and implemented training courses and procedures for those teams

Face Detection and Recognition | Python, Keras, OpenCV, TensorFlow

Sep 2021 - Dec 2021

- Python and TensorFlow, I developed a real-time face detection system that achieved 95% accuracy.
- Model quality increased by 20% with OpenCV and Keras augmentation.
- Increased facial identification accuracy by 15% by improving dataset realism.
- Model training was optimized by 25% thanks to effective scale factor detection and dataset handling.

Interactive Website Development | HTML, JavaScript, CSS, Apache, MySQL, PHP

Feb 2021 - Apr 2021

- Used FIGMA wireframes to create intuitive user experiences.
- Created interactive prototypes to increase usability.
- Developed responsive front-end interfaces with HTML, CSS, and JavaScript.
- Installed XAMPP (Apache, MySQL, PHP) on a local host server to facilitate database maintenance.

SKILLS

- Programming Languages: HTML, JavaScript (JS), CSS, Python, PHP
- Tools and Technologies: Microsoft Office, MySQL, SPOT, TICO, Amazon Diagnostic Tools, Power BI
- Soft Skills: Teamwork, Critical Thinking, Team Management, Leadership, Troubleshooting, Attention to Detail, Data Analysis, Adaptability, Time Management, Problem Solving, Decision Making

CERTIFICATIONS

IBM Cloud Essentials V3 | | AWS Certified Cloud Practitioner Essentials | AWS Entry Level | | Artificial Intelligence with Python