**MUPPALA**

[**MUPPALA***.325758@2freemail.com*](mailto:MUPPALA##.325758@2freemail.com)

**Career Objective**

Work in an environment that challenges me to continue learning at the same time is able to help and learn as much as i can from my peers. To create a workspace that is continual growth with opportunities for advancements

**Work Experience**

**Profile**: Phone Banking Officer  **Company:** ICICI BANK **Duration:** 2015 March – 2016 July

**Work Profile**:

* Handling Customer queries and providing information as per SOP
* Effective redressal of all Customer complaints and providing solutions/escalating problems
* Follow up on escalations and closing them
* Educating Customers about Products and Services (cross selling)
* Generating leads and passing them to concerned department
* Providing feedback to the Team Leaders about Product and Process and contribute to the improvement
* Educating Customers about Channel Migration
* Improve efficiency as per interactions and feedback received

**Educational Qualifications**

* **B.Tech(ECE) -** Vignan’s Institute of Technology and Aeronautical Engineering– JNTUH – **71.73%** (2010–2014)
* **10+2**  **-** Sri Chaithanya Jr.College - Board of Intermediate,AP – **82.8%** (2008–2010)
* **SSC -** CAL SCHOOL HCL,Board of Secondary Education,AP– **70.16%** (2007-2008)

**Technical Skills**

* SAP – ABAP
* Reports : Classical, Interactive and ALV reports
* SAP Scripts : Creation and Modification of Layouts
* Smart forms : Creation and Modification of Layouts
* ALE/IDOC’s : Configured ALE and monitored IDOC processing
* Dialog Programming : Good Conceptual knowledge in module programming
* BAPI : Good Conceptual Knowledge in BAPI
* BADI : Conceptual Knowledge in BADI
* DDIC : Conceptual Knowledge in DDIC
* BDC : Development and modification of batch data for data migration activities.
* MS Office : (Ms Excel, Powerpoint, Word)
* Operating system : Windows XP, Windows 7, Windows 8
* Language : C, ABAP/4

**Engineering Projects**

**Project name:** *DESIGN AND IMPLEMENTATION OF DIGITAL FUNCTION GENERATOR ON ADSP-21369 EVALUATION BOARD.*

**Description:**

The Project is about implementing digital function generator on SHARC processor. Functions like pure tones, square wave, triangular waves, white noise and pink noise; frequency sweeps and narrow band noise can be generated using this function generator.

**Project name:** *DEVELOPMENT OF PLC CONTROL LOGIC & HMI FOR 150 VMR PILGER MILL AT STP, NFC.*

**Description:**

The project deals with development of PLC control logic for 150 VMR Pilger mill and also development of HMI, depicting various process parameters, mill status and diagnostic information.

**Achievements**

* Participated in poster presentation conducted by AVN institute of engineering and Technology College.
* Worked as a volunteer for many events conducted in our college.

**Personal Information**

Date of Birth : 15/07/1993

Nationality : INDIAN

Marital Status : Married

Visa Type : Visit Visa

Current Address : Murad Bldg, Opp Sind Punjab restaurant, Bur Dubai

**Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge.  I am also confident of my ability to work in a team.