

Kolanu Pavan Kalyan

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EDUCATION

Bachelor of Technology in Mechanical Engineering
University College of Engineering JNTUK, Narasaraopet, India
CGPA: 7.34

August 2018 – June 2022

MPC
Narayana Junior College, Gollapudi
CGPA: 95.2 %

June 2016 – March 2018

SSC
Oxford concept school, Mylavaram
CGPA: 9.3

May 2015 – June 2016

SOFTWARE SKILLS

C Programming | MS Office | Proficiency in Google Applications | Experience with Zendesk ticketing software, Slack & Notion|AUTOCAD | MATLAB |

WORK EXPERIENCE

Personalized Internet Ads Assessor – India (Freelance Work)
TELUS International

September 2022 - Present

Responsibilities:

- Reviewed online search results to improve the content and quality.
- Issued feedback and analysis on content found in search engine results and provide ratings on their relevance to the search terms used.
- Analysed the language used in the search results by examining grammar, tone and cultural relevance.

Global Customer Service Manager (Contract)
Qanda Mathpresso

April 2021 – July 2022

Responsibilities:

- Communicated with the users through Google Play Store app, in-app inquiries and emails.
- Left comments to user's ratings on Google Play Store and transfer feedbacks to QANDA HQ team.
- Handled user's app-related reports through Zendesk.
- QANDA app related operation directed by QANDA HQ team.

BQ Monitoring Manager (Contract)
Qanda Mathpresso

December 2020 – March 2021

Responsibilities:

- Managed a team consists of 40 employees and provided them the additional support needed.
- Accessed data and analysed team members metrics.
- Conducted ad-hoc researches upon request.

Freelance Chegg Expert (Freelance)
Chegg Inc.

September 2020 – Present

Responsibilities:

- Online answering of Mathematics questions posted by students abroad.
- Ensure that the guidelines of answering are strictly followed.
- To ensure academic integrity.

PROJECTS

- Academic Project Leader on "Heliotropic Solar Collector".
- Designed a IoT working model of project and developed a most efficient dual axis solar collector.

AWARDS & ACHIEVEMENTS

- Awarded Udemy certificate of Achievement for the successful completion of "C Programming for Beginners" course.
- Bagged 7th Prize in Spell - Bee Competition conducted by A.P Private Schools Association
- Received Certificate of participation in National workshop on CATIA by APSSDC

- Received a Participated certificate of Paper Presentation on Two-day Emposium “Mechanical Design” organised by Lakireddy Balireddy College of Engineering.

EXTRA-CURRICULAR ACTIVITIES

- Donated Blood to Palnadu Blood Bank organized by Lion’s Club.
- Participated in “World Heart Day 5k Run” conducted by Narasaraopet M.L.A.
- Active participant in “SOLID EDGE” workshop organised at our campus by APSSDC.
- Participated in One day national workshop on “Internet of Things & Robotics” conducted by IEEE Students Branch, JNTUK NARASARAOPET.

NOTE ON WORK EXPERIENCE :

As a recent fresher & graduate in the industry, I have 2 years of work experience, with 1.3 years spent as a full-time contract based Customer Service Manager, and the remaining experience gained through freelance and part-time projects.