

## Madhuri

E-mail: [madhurigunathoti@gmail.com](mailto:madhurigunathoti@gmail.com)

Mobile: +919398614304

### Career Objective:

To be a part of a challenging environment where I can continuously learn, upgrade my skills and contribute towards organizational goals, thus ensuring personal and professional growth. Holding 3 years 4 months experience in International Technical Support.

### Work Experience:

1. Company Name : KJ Systems  
Position : Business Analyst  
Duration : October 2021 – Till Date
2. Name of the Institution : Swarna Bharathi Educational Institutions  
Position : Teacher  
Duration : Nov 2019 – June 2021
3. Company Name : Chandusoft Technologies  
Position : Ecommerce Analyst  
Duration : July 2016 – Oct 2019

### Technical Skill set:

**Operating System:** Windows 7, 8 and 10

**Tools:** Harpoon, MDB, Zoom,

**Software:** EHR Your Way, QBO

**Documentation:** Microsoft Excel, Google-Spread Sheets

**Microsoft Tools:** Excel, Word, Power Point, Outlook

### Professional Summary:

- Business Analyst for 2 years experience in Invoicing, Voice, E-mail and Chat through Trillian, Ring Central and Zoom.
- Ecommerce Analyst with 3 years 4 months experience in Voice, E-mail and Chat, Generating new coupons across US.
- To understand customer requirements and customize application to satisfy customer requirements.
- To communicate with clients to get the new/change of offers according to customer satisfaction.
- Taking ownership of team.
- The goal is to keep the department running in an efficient and profitable manner,

to increase the client satisfaction, loyalty and retention and to meet their expectations.

#### **Key Tasks:**

- Invoicing the client according to the charges and perform the changes accordingly.
- Upload the invoices and payments received from the client in the QBO.
- Answering the emails and tickets through ITS and answering call to rectify the billing issues.
- Manage Searching of new coupon codes, Emails and online chat.
- Accomplish progressive communication with the clients.
- Maintain an orderly workflow according to priorities.
- Provide accurate, valid and complete information for customer satisfaction.
- Ability to think strategically and to lead.
- Ability to multi-task, prioritize, and manage time effectively.

#### **Career History 1:**

Project Name: **Offers**

##### Project Description:

Offers.com is one of the website used by customers of different places to search for the updated offers which are available with some coupon codes and deals. This site can be easily configurable to best suit for the client workflow.

Using this website, clients can change or updated the current or past offers which attracts the customers according to the quality. This website maintains the data up to the last date of the offer expiry.

##### Roles and responsibilities:

- Thorough understanding of various phases like Requirements, Analysis/Design, Development and Testing.
- Project meetings, Client reviews, Offer processing.
- Identifying the Enhancements.
- Resolved the issues based on priority levels and business impact.
- Coordinated between Business Customers and Application management teams.
- Good problem-solving skills and decision-making skills.
- Cohesive Team Player with Fast Learning Curve along with strong analytical, problem solving, innovation, planning, organizational, communication & interpersonal skills
- Adept in Team Management skills like tasking, delegation, monitoring, feedback, skill upgrade, competence management, motivation & mentoring.

## **Career History 2:**

Project Name: **EHR Your Way**

### Project Description:

EHR Your Way is a software which manages the patient demographics, treatment plans, intake forms and discharge summaries. It eliminates the manual entry of the patient documents and generates all the data electronically.

Using this software many clients can change or updated the summary of the doctor or patient information.

### Roles and responsibilities:

- We do invoice the clients every month according to the portal usage by the number of users.
- We have Project meetings regarding the contracts and their renewals.
- We maintain the billing details in the QBO and maintain the revenue report of the company on monthly basis.
- Maintain the balance sheets and also the contract details with responsibility.

## **Educational Qualification:**

Bachelor of Technology in Information Technology,

Andhra Loyola Institute of Engineering and Technology (2010-2014), Vijayawada.

Masters in Technology in Computer Science and Engineering,

Prasad V. Potluri Siddhartha Institute Of Technology (2014-2016), Vijayawada.