

KARRI KOMAL
SRIRAM LAKSHMAN
REDDY

Future Hospitality Professional
with a Foundation in Technology
& Customer Experience



Personal details

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Skills

- Communication & Public Speaking
- Customer Service
- Customer Relationship Management
- Interpersonal Skills
- Problem Solving
- Team Collaboration
- Adaptability

Profile

Graduate with a Bachelor’s degree in Mathematics, Electronics & Computer Science (MECS) and an IELTS Academic Band 7 score. Through academic projects, internships, customer support experience, and extracurricular activities, I developed strong communication, problem-solving, and interpersonal skills. My experiences helped me discover a passion for customer experience and people-centric environments, which inspired my transition toward Hospitality and Tourism Management. I now seek postgraduate studies to build a career focused on service excellence, guest satisfaction, and global hospitality.

Key Highlights

- IELTS Academic Band 7
- Strong Communication & Public Speaking Skills
- Handled 800+ Customer Interactions
- Award-Winning Public Speaker
- Adaptable, Quick Learner & Team Player

Education

B.Sc. (Mathematics, Electronics & Computer Science) B.V.Raju Degree College, Bhimavaram CGPA: 7.96/10	Sep 2022 - Mar 2025
Intermediate Public Examination [MPC] Vani Junior College, Tadepalligudem Final Score : 55.2% (552 out of 1000)	Sep 2020 - Aug 2022
Secondary School Certificate [SSC] ST ANN'S English Medium High School, Tadepalligudem Final Score : 579 out of 600	Jun 2019 - Aug 2020

Work Experience

Customer Delight Associate Eternal Limited [Zomato], Hyderabad	Apr 2026 - May 2026
• Handled 800+ customer interactions through voice-based support. • Resolved customer concerns while maintaining high service quality standards. • Developed strong communication, problem-solving, and conflict-resolution skills. • Worked in a fast-paced customer service environment requiring adaptability and professionalism.	

Languages

Telugu	●●●●●
English	●●●●●
Hindi	●●●●●

Hobbies

- Traveling
- Learning new languages
- Listening to personal development podcasts

Courses & Certifications

IELTS Academic - Band 7	Strong English proficiency across Speaking, Listening, Reading, and Writing
21st Century Employability Skills Program - Advanced [Wadhvani Foundation]	• Trained in customer communication and call handling • Learned to resolve queries with clarity and empathy • Developed professional speaking and listening skills
Generative AI & Prompt Engineering	by EduxLabs in Association with Mechanica IIT Madras

Internships

Intern - Generative AI & Prompt Engineering	May 2025 - Jul 2025
Blackbucks (In Collaboration with EduxLabs), Remote	
• Improved problem-solving and analytical thinking • Collaborated on team projects and communicated ideas clearly	
Intern - AWS Data Engineering & AI/ML	Dec 2024 - Mar 2025
Andhra Pradesh State Council of Higher Education (APSCHE) in Collaboration with EduSkills	
• Enhanced communication through teamwork and presentations • Developed foundational knowledge in data analytics & cloud technologies	

Extracurricular activities

English Elocution Competition Participant	Dec 2022
English Eclat Club, B.V.Raju college, Bhimavaram	
Demonstrated strong public speaking and confidence	
Blockchain Technology Poster Presentation – Presenter	Feb 2023
Computer science club, B.V.Raju College, Bhimavaram	
Explained Blockchain concepts clearly	
Data Analytics & Visualization Workshop Participant	Jan 2024
IEEE Edu Emerge, Bhimavaram	
Team participation and design thinking	

Achievements

- **Second Prize – English Elocution Competition (2022)**
- **Second Prize – Blockchain Technology Poster Presentation (2023)**