

Krishnaveni Karanam

Krishnaveni.co | [LinkedIn](#) | Krishnaveni.Karanam@utas.edu.au | 0480 139 063

Professional Summary

Coming with a strong IT background, I can quickly adapt to new technology and understand how to assist people from a range of technical understanding. I am familiar with UTAS internal systems and tools, such as TouchPoint, CRM and Student Management services as a Uconnect Student Enquiries Officer.

With excellent interpersonal skills and a friendly personality, I come with over a year and a half of committed customer service experience ranging in educational and service sectors. Customer centred attitude was the pillar of success during my previous roles as a customer person and team member.

Education

Master of Information Technology and Systems - University of Tasmania *Jul 2021*
Bachelor of Computer Science and Engineering - Koneru Lakshmaiah University (South India) *Apr 2017*

Experience

Student Enquiries Officer (Casual) | University of Tasmania | Hobart, Australia *Jan 2022 - Current*

- I provided first contact assistance for a wide range of enquiries to students, staff and public. I listened to customers carefully and identified the root problem and then directed them to the right department (such as IT shared services, campus services, DSR/ISR).
- Offered assistance primarily via phone but also email and web-based modes of services (such as TouchPoint, Client Services Officer and Student Management). Worked independently as well as in teams to enrich the customer experience of the University.

Crew Member (Casual) | McDonald's | Launceston & Hobart, Australia *Nov 2020 - Dec 2021*

- I offered a high standard of customer service in a dynamic, fast-paced environment. I worked in various functions, including front counter and drive-thru, where I communicated with customers primarily by call centre headset. I gained great multitasking and time management skills from interacting with customers, assisting customer queries, and dealing with complaints.
- As a fast order taker in the team, I received much positive feedback from customers on my friendly, effective and responsible service.

Student Engagement Leader | University of Tasmania | Launceston, Australia *Feb 2020 - Sep 2021*

- I was engaged with a diverse range of staff to plan and deliver student-focused events. In addition, I worked extensively with Microsoft Office toolsets (Word, Teams and Outlook) for communication and administrative work such as documenting, poster designing and printing.
- I helped students navigate MyLO, eStudent, library services, support portals and directed them to the University student services in settling down in the University and campus life.

Language Tutor (Freelancer) | italki.com | Online

Jul 2020 - Aug 2021

- In my free time, I taught language lessons to all ages (Telugu and English) through Skype calls to a diverse range of people worldwide, with students from the USA, Russia, Australia, India, and China.
- I developed solid and ongoing connections with students of diverse backgrounds. Please find my teaching profile [here](#) for more information about me and my student's review.

Co-founder & President | Multicultural Club | Launceston, Australia

Nov 2020 - Aug 2021

- Having my passion for dancing and cultural diversity, I co-founded the Multicultural Club in November 2020, where I gained excellent interpersonal and communication skills in a people-focused and culturally diverse team.
- As an empathetic and proactive team player, I successfully facilitated a team of 15 using and delivered events that the university and the local community appreciated. Please find our past events here: mcctas.com.au.

Volunteer & Projects

Digital Marketing Volunteer | GovHack, Australia

Oct 2020 - Dec 2020

As a volunteer in the digital marketing team at govhack.org, I have gained hands-on experience using tools such as MailChimp and Canva for Electronic Direct Mail Marketing (EDM).

Team Member | GovHack Launceston, Tasmania

Aug 2020 - Aug 2020

Facilitated group discussions in the brainstorming of the concept; Collaborated the team won three awards in [GovHack 2020](#). Please see our prototype [Heritage Hunt app](#) and project details [here](#).

Team Member | UHack Launceston, Tasmania

Aug 2019 - Sep 2019

Contributed to the [Plastic-free Tasmania](#) project and developed business canvas models; Presented in the pitch that highlighted the plastic problem and the solution of "Plastic Currency".

Membership

Tassie Women in Innovation and Tech; Australian Computer Society; Multicultural Council of Tasmania.

References

John Cai, Educational Technologist | UNIVERSITY OF TASMANIA

Relation: John was the co-founder of the Multicultural Club and my team member in university projects.

Graham Lillywhite, Student Living Officer | UNIVERSITY OF TASMANIA

Relation: Graham was my support officer while I was working as a student engagement leader.

Ash Nugent, Consultant (Self-employed) | ITALKI.COM

Relation: Ash was my online student from Melbourne who studied Telugu (a language in India).

***Referee's contact details are available on request.**