

Bhanu Upadhyayula

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WORK EXPERIENCE

Phoenix Group

Jan. 2024 - Oct. 2024

Customer Service Representative

Telford, Shropshire

Handled daily inbound and outbound calls to inform customers about their accounts effectively and efficiently.

TSYS Managed Services

May 2018 - Jan. 2024

Fraud Analyst

Milton Keynes, Buckinghamshire

Handled the investigations of credit and debit card transactions and identified the transactions between dispute or fraud

Bristol Laboratories

2013 - 2017

Accounts Assistant

Luton, Bedfordshire

Supported business operations by handling procurement, inventory tracking, and office coordination.

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** Unity Certified Developer (1st May 2021)
- **Skills:** Unity; Unity Asset Integration; UI Toolkit; Multiplayer Game Development; Photon PUN; C#; Agile Development; Problem Solving; Git; JetBrains Rider; Visual Studio
- **Interests:** Virtual Reality Games; Swimming; Walking; Cricket; Fitness & Diet

EDUCATION

College of Technology London

Feb. 2007 - Sep. 2008

PG in Business Administration, HR Management

London, UK

C.V.R. College of Engineering

Mar. 2002 - Sep. 2006

B-Tech in Computer Science & Information Technology

Hyderabad, India