

Prajyoth Srigadde

AI Generalist

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Ambitious and adaptable professional with cross-functional experience spanning AI applications, digital business operations, customer engagement, product development, and startup execution. Hands-on exposure in leveraging AI tools, prompt engineering, digital marketing, ecommerce development, analytics, and operational workflows to support business growth and technology-driven initiatives. Demonstrated leadership in coordinating cross-functional teams, managing customer operations, and contributing to product strategy, digital platforms, and business research. Seeking to combine AI exposure, business analytics capabilities, and international business understanding through an MBA to build and manage globally scalable technology-driven ventures.

EXPERIENCE

AI Generalist

Aug 2025 – Jun 2026

VIHAANG AI GLOBAL SERVICES

Hyderabad

- Worked across multiple functional areas including AI implementation, product development, digital marketing, content creation, website support and business research within a startup environment.
- Used AI platforms including ChatGPT, Claude, NotebookLM, Gemini, You.com, Sketchflow AI and Figma to optimise workflows, research activities, documentation and digital content creation.
- Coordinated a cross-functional team of 8 members, contributing to operational execution, collaborative problem solving and project delivery.
- Independently developed digital deliverables including Functional Requirement Documents (FRD), Software Requirement Documents (SRD) and Detailed Project Reports (DPR) for product initiatives using AI-enabled research and documentation methods.
- Designed storefront architecture, user journey flows and frontend prototype components for digital products and e-commerce initiatives.
- Led research activities for government project tender bidding, digital strategy planning and AI-supported business intelligence workflows.
- Managed a client project involving the development of a Shopify e-commerce solution for a luxury clothing brand, supporting digital business and brand objectives.

Agent

Mar 2025 – Aug 2025

OPENXTRO VIRTUAL SERVICES

Hyderabad

- Delivered customer support in a chat-based service environment, managing approximately 70 customer interactions daily.
- Resolved customer concerns, handled service scheduling, arranged sales appointments, and explained dealer offers and promotional programmes to customers.
- Maintained strong operational performance through minimal error rates, optimised QA scores and efficient chat productivity metrics.
- Demonstrated effective communication, customer relationship management and multitasking in a fast-paced service environment.

eSupport Officer

Sep 2024 – Mar 2025

INTOUCHCX SOLUTIONS

Hyderabad

- Managed approximately 120 international customer chats daily within the Walmart non-voice support process.
- Consistently delivered strong performance across critical KPIs including CSAT (Customer Satisfaction), AHT (Average Handling Time) and chat productivity metrics.
- Maintained comparatively high customer satisfaction scores, strong chat volumes and efficient handling times within a 24-member operational team.
- Supported team performance through peer mentoring, knowledge sharing and collaborative troubleshooting.

- Contributed to team operational targets by demonstrating flexibility, accountability and commitment to service continuity.

EDUCATION

Bachelor of Life Sciences
NIZAM COLLEGE (AUTONOMOUS)

Oct 2021 – May 2024
Hyderabad

- Microbiology, Genetics, Chemistry
- Served as Class Representative for the undergraduate batch, acting as the primary liaison between students, professors and department leadership (HODs).
- Communicated academic updates, institutional announcements, schedules and study-related coordination between faculty and students.
- Guided laboratory teams during microbiology practical sessions, translating professor instructions into clear, actionable protocols for peers.
- Led collaborative laboratory execution by explaining experimental procedures, improving task clarity and supporting effective team participation.
- Grade: 7.69 CGPA (out of 10)

Senior Secondary
SR JUNIOR COLLEGE

Jun 2019 – Mar 2021
Karimnagar

- Biology, Physics, Chemistry
- Grade: 970 / 1000

Secondary
LITTLE FLOWER HIGH SCHOOL

Jun 2018 – Mar 2019
Korutla

- Literature Wing President.
- Led literary initiatives, debates and institutional events.
- Organised competitions and programmes while coordinating members and managing event execution.
- Developed leadership, communication, public speaking and team management.
- Grade: 9.7

SKILLS

Business & Analytics	Microsoft Excel · Google Workspace · Canva · Business research · Digital Marketing
AI and digital tools	ChatGPT · Claude · Gemini · Perplexity · NotebookLM · Copilot · Jasper AI · You.com · Sketchflow AI
Technical skills	Prompt Engineering · Shopify Development · Python · No-Code Platforms · Product Documentation · Frontend Prototyping

PROJECTS

Product Documentation & Prototype Development

- Independently created FRD, SRD and DPR documentation for product initiatives using AI-assisted research and structured planning methodologies.
- Supported frontend prototype conceptualisation, workflow planning and product documentation within a startup environment.

AI-Enabled E-Commerce Development: Luxury Clothing Brand

- Developed a Shopify e-commerce storefront for a luxury apparel client.
- Designed store architecture, user journey mapping, frontend experience and digital presentation framework.
- Leveraged AI tools to support content generation, workflow optimisation, research and digital marketing activities.
- Contributed to business positioning through structured digital strategy and e-commerce development practices.

HONOURS & AWARDS

Event Management: Student Engagement Leadership

- Managed and coordinated 6 institutional events during graduation, including 3 Freshers events and 3 Farewell programmes.
- Contributed to event planning, logistics management, team coordination and execution across multiple student-led programmes.
- Served as event anchor for 2 major programmes, demonstrating public speaking, audience engagement and communication.
- Worked within event management teams to oversee operational planning, participant coordination and programme delivery in timeline-driven environments.

District-level cricket tournament memento

- Received district-level recognition for participation and contribution in competitive cricket activities.

LICENCES & CERTIFICATIONS

IELTS Academic - Overall Band 7.0 · IELTS Official	Sep 2026
Git and Github Course · Geekster · ID NtYY7STBvr9uCuE85VUOu	Feb 2025
Certified Financial Services Professional · EduBridge Learning	Oct 2024
Introduction to Generative AI · Google Cloud Security · ID W9Z4TU65CZ4P	Jan 2024