

# FARDEEN A.R

SENIOR EXECUTIVE

## DETAILS

### ADDRESS

1/488,Kurinji St,Prem Nagar,  
Polichalur  
Chennai, 600074  
India

### PHONE

6383893413

### EMAIL

farufarman09@gmail.com

### DATE OF BIRTH

09-10-2000

### NATIONALITY

Indian

## SKILLS

Excellent in Customer  
Relation ship Management

● ● ● ● ●

Problem Solver

● ● ● ● ●

Time Management

● ● ● ● ●

Proficient in MS Office

● ● ● ● ●

Market Trend  
Understanding

● ● ● ● ●

Team Player

● ● ● ● ●

Executive Support

● ● ● ● ●

## LANGUAGES

English

● ● ● ● ●

Tamil

● ● ● ● ●

Hindi

● ● ● ● ●

Urdhu

● ● ● ● ●

## PROFILE

Seeking a Challenging position in a reputed Organization where I can learn new skills, expand my knowledge and leverage my skills

## EMPLOYMENT HISTORY

### Senior Executive, CMS Info Systems

Chennai

Feb 2022 — Present

- Provide First Level contact and convey resolutions to customer's issue.
- Properly escalate and resolve queries to the next level of the supports.
- Tracks, routes and re-direct the problem to Correct resource.
- Update customer data and produce activity reports walk customers through problem solving process.
- Follow up with customers, provide feedback and see problems through to resolutions.
- Preserve and grow your knowledge of the help desk, procedures, products, and services.
- Ensure proper recording, documentation, and closure.

## EDUCATION

### B.SC - Computer Science, Vels Institute of Science, Technology & Advance

Chennai

Apr 2018 — Jun 2021

### HSC, Mariya Nivas Matric Higher Secondary School

Chennai

Apr 2017 — Mar 2018

### SSLC, Mariya Nivas Matric Higher Secondary School

Chennai

Apr 2015 — Mar 2016

## COURSES

### SAP-FICO, Business 1 Consulting, chennai



## Technical Skills - HTML,C, C++, Python

### Project - FACE MASK DETECTOR

Chennai

Jan 2021 — Mar 2021

Face mask detection refers to detecting whether a person is wearing a mask or not. In fact, the problem is reverse engineering of face detection where the face is

detected using different machine-learning algorithms for the purpose of security, authentication, and surveillance.

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**Declaration**

I have declared that all the statements stated above are true to the best of my knowledge and belief

(A.R. Fardeen)