

# Azad Bhasme

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## Professional Summary

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Analytical and solutions-driven Customer Service Associate with 5+ months of professional experience in leveraging tools such as Vinculum, TeamViewer, and Zoho CRM to enhance client satisfaction and operational workflows. Proven track record of troubleshooting, process optimization, and client relationship management. Highly skilled in diagnosing technical issues, collaborating with cross-functional teams, and implementing innovative solutions. Actively pursuing a technical role to apply my expertise in BCA studies, emerging technologies, and project management to achieve impactful results.

## Date of Birth

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15 August 2003

## Education

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- **Bachelor of Computer Applications (BCA)**  
St. Francis De Sales College, Nagpur  
*Expected Completion: 2025*
- **12th HSC**  
*Completed: 2022*
- **10th SSC**  
*Completed: 2020*

## Skills

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**Technical Skills:** Vinculum, TeamViewer, Zoho CRM, React JS, Tableau, Advanced Excel with AI Tools

**Programming Languages:** Python, JavaScript, SQL

**Languages:** English (Fluent), Hindi (Fluent), Marathi (Fluent), Spanish (Beginner)

**Soft Skills:** Communication, Leadership, Team Collaboration, Analytical Thinking, Problem Solving

## Experience

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### Customer Service Associate

*Metro-Tech Process (June 2024 – December 2024)*

- **Resolved** technical issues related to Vinculum, increasing client satisfaction scores by 20%.
- **Diagnosed** and **troubleshooted** complex system problems using TeamViewer, achieving 100% resolution within SLAs.
- **Optimized** customer interaction tracking through Zoho CRM, reducing response time by 25%.
- **Streamlined** workflows by collaborating with teams to implement innovative solutions.
- **Achieved** excellence in customer engagement by consistently exceeding service benchmarks.

## Projects

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### User Registration and Login Application

- **Developed** a Python-based application for secure user registration and login.
- **Integrated** MySQL for efficient database management and QR/barcode scanning for enhanced functionality.
- **Implemented** WhatsApp integration for seamless user communication.
- **Tested** and **refined** the application to ensure performance and user satisfaction.
- **Showcased** proficiency in Python, GUI development, and database integration.

## Certifications

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- Data Analyst Certification, Jobaaaj
- YouTube Cloning Using React JS, ED-SpreeD
- Core Python Programming, Binary Brains

## Achievements

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- **Awarded** for exceptional academic performance in the BCA program.
- **Earned** HCL SAT Scholar recognition in 2022 for academic excellence.

## Interests

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- Business Development and Digital Marketing
- Customer Relationship Management and Analytics
- Technological Innovation and Programming
- Data Science and Visualization