HEMLATA CHANDRAKAR

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SUMMARY

Experienced in handling customer queries, troubleshooting technical issues, and ensuring smooth IT operations. Strong communication, problem-solving, and adaptability skills to deliver excellent support and user satisfaction.

PROJECT

TACTOMETER BASED ON OPTICAL ENCODER

- Minor | Oct 2022-Dec 2022

Optical encoder detects the opticals pulse signals that have passed through the slit,converts them into electrical signals,and output them.

A DEEP LEARNING APPROACH FOR COLORIZING BLACK AND WHITE IMAGES

- Major | March 2023-May 2023

Deep learning algorithms,such as convolutional neutral networks,to analyze the grayscale values of an images and predict the corresponding colors.

EDUCATION

BACHELORS OF TECHNOLOGY

- Jhada Sirha Government Engineering College,Jagdalpur

  2023 | 80.47% Aggregate

SENIOR SECONDARY SCHOOL

- Maitri Vidya Niketan,Risali Sector,Bhilai,Durg,C.G.

  2019 | 61%

HIGHER SECONDARY SCHOOL

- Maitri Vidya Niketan,Risali Sector,Bhilai,Durg,C.G.

  2017 | 8.7 CGPA

EXPERIENCE

Tech Mahindra, Bhubaneshwar (4 Month)

Associate – Customer Support

- Assisted customers via phone to resolve issues related to products services.
- Delivered exceptional customer service by addressing complaints, providing solutions, and following up to ensure resolution.
- Handled 70 customer inquiries daily, maintaining a satisfaction rate of 80%/specific achievements.

INVOLVEMENT

INTERSHIP| CSPDCL: July 2021-Aug 2021

- Study about how power distributaion system works and equipment used.

INTERSHIP|MATLAB PROGAMMING COURSE :July 2022-Aug 2022

- Study about how to analyze data,develop algorithms and create models and applications.

SKILLS

CUSTOMER SUPPORT| IT SUPPORT |TIME MANAGEMENT| TEAMWORK |COMMUNICATION |ADAPTABILITY