
SUMMARY

- Previously worked as a Customer Service Representative, Business Analyst, IT-Trainer/Faculty and an Executive.
- Never give up until succeed attitude
- Multi transferable skills as administrator, file keeper, trainer, technical writer/review
- Precision to details
- Fast Learner to recognise knowledge areas and its applications
- Knowledge of Business intelligence and analysis
- Experience in providing implementation support and training end-users
- Strong leadership skills with proven ability in problem solving and time-management
- Ability to prioritize work and deliverables efficiently, on time to meet deadlines
- Exceptional team player who can also work independently with minimal supervision
- Experience working in fast-paced and dynamic team environment.

EDUCATION

- **Business Analysis** Agile comprehensive course, Techno Canada Centre of Excellence, Scarborough, ON Canada(May, 2019)
- **Bachelor of Engineering**, Computer Science under Visvesvaraya Technological University, From Sri Krishna Institute of Technology (2010)

TECHNICAL SKILLS

- Business Analysis: Application of Waterfall and Agile(SCRUM) concepts, BRD, UML(User case diagrams, activity diagrams, sequence diagram), Visual Paradigm, Mockups(Balsamiq), user end Test cases, JIRA.
- Operating System: Microsoft Windows, MAC, Linux.
- Programming Languages: C, C++,Java, Microsoft Visual Basic.
- Business Intelligence and reporting tools: sql, microsoft excel, microsoft access, Tableau, Google docs.
- Technical Writing From TWB (The Writer's Block) using Microsoft Word.
- Technical Trainings: A+, N+, CCNA from Jetking Infotrain, CCNP Routing and Switching from Rooman Technologies
- Cisco career certification: CCNA CSC011889653.

WORK EXPERIENCE

Customer Service Representative, Volkswagen Canada

Feb 2019-Sep 2019

- First point of contact for Inbound voice calls for inquiries and warranty related issues.
- Follow up the case with outbound calls or emails with customers, dealers and internal teams to provide or gather information.
- Reviewed cases and verified documents for reimbursement or goodwill.
- Tools Used: Salesforce, Elsa Pro, VMWare.
- Skills improved: Active listening, precision, ownership, negotiations, time management, people management, reviewing documentation, adhering to policies and working beyond it if the situation demands, coordinating skills, logical reasoning, multi tasking.

Customer Service Representative, Canada Goose

Nov 2018-Feb 2019

- First point of contact for Inbound voice calls for inquiries.
- Followed up the case with necessary actions internally.
- Followed up with outbounds calls if necessary.
- Provided information on products and upsell on every call.

- Tools Used: Salesforce, OMS, JIRA.
- Skills improved: Language, active listening, upselling, multitasking.

Business Analyst, Internship/Co-op, Synergy Tech, Toronto, ON

May 2019-Aug 2019

Synergy Tech is an IT firm providing IT business solutions for Health Care, Educational, Finance and Banking industries

PROJECTS:

Project Name: East GTA Family Health Care online Appointment Booking System

Project Name: Customer Relationship Management for an educational institution

Responsibilities:

- Attended Joint Application Development (JAD) sessions with stakeholders.
- Liaised between the client and the respective team members.
- Created and maintained project artifacts such as Business Requirements Document (BRD), data flow diagrams, process flow diagrams, screen prototypes, wireframes (screen mockups), and user-interface designs.
- Created process flow and business rules and translated business requirements into technical solutions using UML diagrams such as Use Case, Activity and Sequence diagrams.
- Tools Used: Google docs, Visual Paradigm, Balsamiq.

Technical Faculty, Jetking Infotrain, Bengaluru, India

Mar 2012 – May 2012

An ISO 9001:2008 certified company has established itself as a leading hardware and networking training institute.

- Handled 2 Batches of N+ and CCNA (Cisco Certified Network Associate : Routing & switching)
- Handled a Batch of RedHat Enterprise Linux (RHEL) V6

IT-Lab Executive, Manipal Global Educational Services (MaGE), Bengaluru

Aug 2010 – Jan 2012

Manipal Global Education offers customised training solution for the partner companies (Industries and Banks) and specialised diplomas and certificate programs in Information Technology, Finance and Management Sector.

- Coordinated between SMUDDE and Dimension Data for the Bachelor of Science (Network Technology) Programme
- Performed End User testing for the Remote Lab Access to students.
- Prepared and maintained lab session schedule
- Manually generated the reports on usage statistics of the Remote Lab using Microsoft Excel.
- Maintained academic reports and contents.
- Handled technical and non-technical queries through email and phone.
- Supported the academic team in framing the syllabus related to hardware and networking contents.
- Proofread the technical contents for the text books of Bachelor of Science in Network Technology, for the subjects: Networking tools, LAN switching, Network Routing and Enterprise networking.
- Achievements:
 - o Handled an Excel workshop for teachers and administrators of Manipal College.
 - o Proposed and applied the method of delivering the remote lab access to students across various learning centers.
 - o Proposed and applied the remote lab schedule formula.
 - o Created a formula and procedures to generate the remote lab usage statistics in Excel.

PASSIONS

- Drawing, Painting, Origami, Paper Mash modelling
- Preparing creative Worksheets for kids
- Cooking
- Reading Novels