

SUMMARY

I am Professionally Bachelor of Engineering(Information Science). I am seeking employment that will make the best use of my skills and allow me to develop them further. I am determined and enthusiastic, I have developed better planning & organizational skills and am confident working independently or as part of a team.

KEY SKILLS



TECHNICAL SKILLS

- **Languages:** Python, Java, HTML, CSS, JavaScript
- **OS:** Windows, Linux
- **Database:** MySQL

CERTIFICATIONS

- Pursuing **Full Stack web developer**, by Verzeo Tec '21
- Pursuing **Data Science**, by Decodr Tech '21

PROFESSIONAL EXPERIENCE

TECHNICAL SUPPORT

Dec '20 - Present

FLIPKART

BANGALORE,KARNATAKA

- Answer incoming calls and respond to customer's emails
- Management and resolve customer complaints
- Sell products and place customer orders in the computer system
- Identify and escalate issues to supervisors
- Provide product and service information to customers
- Research required information using available resources
- Research, identify and resolve customer complaints using applicable software

CLIENT RELATIONSHIP PARTNER

Aug '19 - Dec '19

YES BANK

BANGALORE,KARNATAKA

- Build relationships with key employees among customers
- Create plans to address clients' business needs
- Advise clients on creating profitable processes
- Schedule regular meetings with customers to ensure they are satisfied
- Act as point of contact for complaints and escalate issues as appropriate
- Help sales team up-sell or cross-sell services and products
- Ensure both the company and clients adhere to contract terms
- Study competition to find new ways to retain customers
- Set sales and revenue targets and work diligently to meet them
- Collaborate with internal teams (e.g. sales, engineers, senior management) to address customers' needs.

CARGO AGENT

Nov '17 - Aug '19

AIR INDIA SATS PVT LTD

BANGALORE,KARNATAKA

- Determine shipping methods and routes from the pick-up location to the final destination
- Advise clients on transportation and payment options
- Coordinate transportation and logistics details with shipping and freight companies
- Estimate, negotiate and determine postal rates, shipment costs, and other charges
- Notify clients of cargo shipments, status en route, and time of delivery
- Prepare bills of lading, invoices, and other required shipping documents
- Record information such as cargo amount, weight, dimensions, and time of shipment
- Trace lost shipments as a necessary worker.

EDUCATION

PESIT-SOUTH CAMPUS, BANGALORE

Aug '11 - Jan '17

B.E. INFORMATION SCIENCE

BANGALORE,KARNATAKA

VTU UNIVERSITY

STRENGTH

Quick decision-making ability → Always learns and adopt new things → Handling pressure situation → Able to work in rotational shifts.

ADDITIONAL INFORMATION

- **Languages:** English, Kannada,Telugu