



# DRIMESH PENDAM

## PASSIONATE FRESHER

### Profile Summary :

Skilled in building bridges and cementing connection with business accounts to serve needs, strengthen loyalty and drive competitive growth. Fresher with a knack of applying analytical and problem-solving skills to meet client's varied demands within strict deadlines. Passionate public speaker and strategy innovator to cure critical issue.

### Volunteer Experience :

- **Customer Service Associate** Dec 2020 - Present  
Vagbhatta Ayurveda , Wardha
  - 1.Maintaining customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns.
  - 2.Boosted sales revenue by skillfully promoting diverse service options.
  - 3.Developed and actualized customer service initiatives to decrease wait times.

### Educational background :

- **B.COM ( Computer Application )** 2018 - 2021  
G.S Commerce College , Wardha
  - 1.Completed education and various courses in Web Development & Customer Relation Management .
  - 2.Class Rank and Awards : Rank Holder & Best Orator.
  - 3.Capstone Project : Vaccination Awareness - played a major role in creating awareness and promoting vaccine over a website developed in Bootstrap and PhP.
- **HSC ( Computer Science )** 2016 - 2017  
J.B Science College , Wardha
  - 1.Completed education in computer science in Web Development domain throughout the era .
  - 2. Awards : Rank Holder in intercollege dance competition.
- **Secondary School Certificate ( SSC )** 2015 - 2016  
New English Academy of Genius , Wardha
  - 1.Elected as a school captain ( Headboy ) managing all internal school function by leading with a team of House captains .
  - 2.Awards : Best dancer and Student Of the year 2015 .
  - 3.Class Rank : 3rd rank holder.

### My Certifications :

- Certificate Program in Banking, Finance and Insurance ( Bajaj Finserv ).
- Business Process Outsourcing ( StudySection ) .
- Digital Marketing ( Google and Great Learning ) .
- Certified PHP Developer ( Disha Institute ) .

### My Expertise (Skills)

- Good Communication Skills.
- Inbound & Outbound Calling.
- Analytical & Problem Solving Skills
- CRM
- Good Listening Skills.
- Report Preparation
- Sale's and Services Expertise

### Tools / Technology

- Zoho CRM.
- Hubspot CRM.
- Wordpress.
- Google Analytics.
- Github.
- Artificial Intelligence

### Technical Skills

- Frontend ( HTML / CSS / JS )
- Backend ( PHP )
- Python In Artificial Intelligence
- MySQL ( Database Administrator )
- MS-Office ( Word , Excel , PPT )

### Awards / Achievements

- Silver Medal Holder In Karate Federation( State Level ).
- Gold Medal Holder In Dance Competition ( District Level )
- Nominated For Top 10 Best Speaker in College

### Contact Details

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#### Linked :

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