



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

Email :

Drimeshpendam@outlook.com

Phone No : (+91) 932 580 5716

Address :

Shegoankar Layout , Sindi Meghe Wardha , Maharashtra , India .

Linked :

<https://www.linkedin.com/in/drimesh-pendam/>