

# DURGA PRABHAKARAN

Postgraduate Student

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Birmingham, United Kingdom

Seeking an opportunity to grow and contribute to provide best customer service, with my proven track record of strong communication skills, team-oriented approach and commitment which is essential in a retail sector to meet the needs of the customers

## EDUCATION

### Masters in Information Systems and Business Analysis

Aston Business School

09/2022 - Present

United Kingdom

### Bachelor of Engineering - Electronics and Communication Engineering

Paavai Engineering College

07/2017 - 05/2021

India

Result:

- First Class with Distinction

## WORK EXPERIENCE

### Catering Assistant

Wilson Vale, Conference Aston

11/2022 - Present

Birmingham, UK

Part-time

Achievements/Tasks

- I know how important it is to be able to do work swiftly since I have experience maintaining composed in the midst of chaos or intense pressure
- Skills: Multi-tasking, Problem Solving, Team work, Customer Service Skills, Working under pressure

### Cyber Security Analyst

Tata Consultancy Services Ltd

05/2021 - 08/2022

India

Full time

Achievements/Tasks

- Worked in a global account providing technical support to clients, including troubleshooting and resolving technical issues, providing best practices for using products and services
- Skills : Team work, Communication skills, Adaptability, MS office, Time Management, Peer Mentoring
- 'Star performer of the year (2021)' Award

### Customer Service Executive

KJS Jewellers

01/2021 - 05/2021

India

Part-time

Achievements/Tasks

- Extensive experience in providing one-on-one customer service within retail sector, gaining familiarity with psychology of customer and providing best service
- Skills : Team player, Commitment, Customer service, Hospitality, Integrity

## SKILLS

Team player

Analytical Skills

Leadership

Punctual

Mentoring

MS Office

Multi-tasking

Adaptability

Agile methodology

Web Development

Communication Skills

Research

Presentation Skills

## RESEARCH PAPER

Data Packet Optimisation in CRSN (Wireless Networks),

- Information Technology in Industry, 2021
- Vol.9, No.2

Progress in processing the document images through sparse representations,

- Journal of Applied Science and Computations, 2019
- Vol.6, Issue 3

## INTERNSHIP

NSIC Ltd, Chennai (11/2019 - 12/2019)

Intern

BSNL Ltd, Salem (04/2018 - 05/2018)

Intern

## CERTIFICATION

Cambridge English L1 Certificate (Vantage) in ESOL International

Certified by Cambridge English Assessment

Career and soft skills

Certified by TCS iON lifelong learning

## LANGUAGES

English

Full Professional Proficiency

Hindi

Elementary Proficiency

Tamil

Native or Bilingual Proficiency

Telugu

Elementary Proficiency

## INTERESTS

Books

Music

Movies