

E.HARINI

5, Pavazha Nagar,
Pondicherry-605005

Mobile: **+91 9952751719**

Email: harielango0605@gmail.com

CAREER OBJECTIVE

My primary objective would be to focus on personal growth as it directly influences my stand on the company or the superior that I am working under. To achieve that, I would concentrate my energy into software development and research and alongside would develop my leadership and people skills.

EXPERIENCE

February 2017 to August 2017

Worked as a customer support associate in First Source limited

- Started as a customer service associate for 6 months.
- Developed Customer service phone scripts and email template to answer frequent customer questions.

September 2017 to February 2018

Worked as a senior customer support associate in Vertex Private Limited

- Handled calls from customers and vendors seeking product information.
- Developed training materials for new customer service associates and coached trainees
- Input daily call volume data into database to track customer calling patterns.

ACADEMIC QUALIFICATION

Degree/ Course	Institution	University / Board	Year of Passing	Percentage
B.Tech/IT	Arunai Engineering College, Tiruvannamalai.	Anna University (Chennai)	2016	72%
HSC	John Dewey Matric Higher Secondary School Villupuram.	Matriculation	2012	74%

SSLC	John Dewey Matric Higher Secondary School, Villupuram.	Matriculation	2010	75%
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AREA OF INTEREST

- Object oriented Programming
- Operating System
- Data Structure
- DBMS

TECHNICAL SKILLS

- Programming Languages : C,C++,Basics of java, Basics of #Net

WORKSHOPS

- Attended workshop on ANDROID APP DEVELOPMENT in Uniq Technologies, Chennai.
- Attended workshop on Hyperv in Arunai Engineering College, Tiruvannamalai.
- Attended workshop on TIME MANAGEMENT in Arunai Engineering College, Tiruvannamalai
- Undergone In-Plant Training in Uniq Technologies, Chennai.

CO-CURRICULAR ACTIVITIES

- Attended **Placement-Training** conducted by **Vista Mind**, Bangalore
- Completed Inplant training from **Dreams plus**, Chennai

EXTRA-CURRICULAR ACTIVITY

- Won second prize in running at school level.
- Secured Second Prize in Quiz Competition conducted by Arunai Engineering College, Thiruvannamalai
- Participated Quiz Competition conducted by Amalarpavam Higher Secondary School, Pondicherry

PROJECT WORK

Project done on ANDROID APP

- PROJECT TITLE: **DESTINATION TRACKED LOCATION AND SPECIFIC REVIEWS USING GPS IN ANDROID APPLICATION**

STRENGTHS

- Positive Attitude , Social Interaction , Hard Working

DECLARATION

I am keen to work hand in hand with the organization and I hereby declare that the information furnished above is true to the best of my knowledge.

Yours Truly,

E.HARINI