

SWATHI DAYALAN

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OBJECTIVE

Looking for a challenging role in a reputable organization to utilize my technical, database, communication and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the sector.



EDUCATION

Bachelor of Engineering | AMC Engineering College

AUGUST 2013 – JUNE 2017

I completed Undergraduate in Electrical and Electronics Engineering with 63%.

Pre-University Education | Maharani Lakshmi Ammanni College for Women

APRIL 2012 – MARCH 2013

I completed pre university education with 68%.

Secondary School Leaving Certificate | Florence High School

JUNE 2010 – MARCH 2011

I completed SSLC with 85%.



EXPERIENCE

Customer Support Executive | Vindhya E-info media Pvt. LTD.

MARCH 2018 – DECEMBER 2020

Deployed to BESCOM (Bangalore Electrical Supply Company Limited) as customer support executive, solving key issues coordinating with Junior Engineers, Assistant Engineers.

- Respond to customers enquiries relating to information, product functionality and fault calls resolving as many queries as possible on the first interaction.
- Act as point of contact for technical issues between Engineers and customers and liaise with Engineers to prioritise workload and customer requests.
- Proactively contribute to the Helpdesk team and the achievement of its goals.

Attending Training | Uttara Infosolutions Pvt. LTD.

NOVEMBER 2021- TILL DATE (MAY 2022)

- Pursuing the knowledge of Core Java – Introduction to Java, Classes & Objects, Data types, Variables, Parameter passing, Constructors, JVM Memory Model.
- OOPS & OOAD Concepts.
- Inheritance and Constructor chaining, overloading, overriding, Abstract classes Interfaces, Polymorphism.
- Arrays & Strings Concepts.
- Exceptions, Collections, I/O.



SKILLS

- Java Programming (ongoing training)
- JDBC
- Microsoft Word
- Data collection and analysis.
- SQL
- AutoCAD.
- Microsoft Office, Google Workspace.
- Strong Communication



ACTIVITIES

Languages: English, Tamil, Kannada, Hindi.