

# Pranav Khismatrao

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## Education

### Master of Science, Software Engineering Systems

Northeastern University, Boston, MA

Relevant Courses: Object Oriented Design (Java)(Grade- A)

Expected Oct 2024

GPA:4.0

### Bachelor of Engineering, Information Technology

Mumbai University, India

Relevant Courses: Data Structures Algorithms, Database Management, Cloud Computing

Oct 2020

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## Profile

To secure a position as an Office Assistant where I can utilize my strong organizational and communication skills to support the efficient functioning of the office.

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## Skills

- Excellent communication skills, both written and verbal
- Strong problem-solving skills and ability to think on my feet
- Ability to explain complex technical concepts in an understandable manner
- Excellent interpersonal and communication skills
- Customer-focused mindset and commitment to delivering exceptional customer service
- Proficient in Microsoft Office Suite and CRM systems

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## Professional Experience

### Sudesi Infotech, India

Customer Service Intern

October 2019

- Used Microsoft Office tools to track customer experiences, communication, and marketing efforts.
- Actively worked to present a polite and sympathetic demeanor to clients.
- Assisted Customer with the right package deal to buy according to their requirements and demands.
- Update and maintain customer information in the CRM system, ensuring accuracy and completeness
- Respond to customer inquiries via phone, email, and chat, and resolve any issues in a timely and efficient manner.

### Mumbai University, Mumbai, India

Office Assistant, ITSA Group

August 2019

- Communicate with students to obtain missing information and clarify any doubts they may have.
- Assist with daily office tasks such as answering phone calls, scheduling appointments, and managing email correspondence.
- Manage inventory of office supplies and order necessary items when needed
- Kept detailed records of transaction to track of applications sent by students.
- Strong customer service skills and a love of reading and learning are essential for this role.
- Assist with onboarding new employees, including completing paperwork and conducting orientation
- Provided administrative support to the office staff, including filing, data entry, and document preparation.

### Mumbai University, Mumbai, India

Event Organizer

August 2018

- Organized Gaming Event in college fest 2019 involving multiplayer online game where students from all departments took part in.
- Designed efficient tournament match system which resulted in no discrepancy among the contestants.
- Marketed the event directly to students with clear communication and marketing skills such as creating custom banner for the event.
- Utilizing critical thinking and problem-solving abilities to identify the source of problems encountered both during the preparation and on the day of the event.