



# SHIVAM CHAUHAN

I would like to take a position that will effectively utilizes my educational knowledge and professional skills at a stable and dynamic workplace with a team.

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Mobile :7048281524 DOB: 19<sup>th</sup> February,1998

## Internship

**Company:** Berger Paints India Limited

“ **Topic:**A study on Consumer Perception towards Interior Wall Paint – Silk Breathe Easy during or post Covid – 19 for 45 days.[2021]”

## Work Experiences

➤ **Company: Torrent Power Limited**  
(July 2021 to Present)

**Department:** Customer Service –Renewable Energy(Solar)

**Position:** Junior Executive Officer

**Roles and Responsibilities:**

- All documents verifying ,queries raising and replying on Portal
- Customer's queries and complaints handling on Calls and Emails
- Vendor's queries, request and Problem solving on Calls, Emails, and On Portal
- Explaining end to end solar process to new customers
- Subsidy application processing
- Sharing reports to the concern departments
- Co-ordination with PSM teams, Customer Cares & Call Center Teams,

➤ **Company: Ascendum KPS Pvt. Limited**

( February 2021 to July 2021)

**Department:** Us Mortgage Loan Setup

**Position:** Process Associate

## Educations/Qualifications

Courses/ Degree	School/College-University/Board-Years	Percentage
<b>MBA</b>	LJ Institute Management of Studies Gujarat Technological University- (2019-2021)	<b>9.41 CPI (89%)</b>
<b>B.COM</b>	Shri K.K. Shastry Govt. College Gujarat University - (2016-2019)	<b>7.96 CGPA (75%)</b>
<b>H.S.C</b>	Bhavna Higher Secondary School Gujarat Board- (2016)	<b>80%</b>
<b>S.S.C</b>	Bhavna Higher Secondary School Gujarat Board- (2014)	<b>76%</b>

## Achievements /Awards

- **Secured 6<sup>th</sup> Rank** in Gujarat Technological University and **1<sup>st</sup> Rank** in MBA College Semester-1 for scoring **9.25 SPI (87.5% )** in University-Received Trophy and Certificate- [2020]
- **Secured 5<sup>th</sup> Rank** in Gujarat University and **1<sup>st</sup> Rank** in B.com College Semester-6 for scoring **8.89 SGPA (84%)** in University-Received Trophy and Certificate - [2019]
- **Secured 2<sup>nd</sup> Position** in Cross & Zero on Khel Mahotsav Day Celebration –**MBA**-Received Certificate-[2020]
- **Secured 1<sup>st</sup> Position** in Coin Finding on Sports Day Celebration- **B.com** –Received Trophy and Certificate- [2019]
- Awarded with **Best Project of Streetonomics** in MBA for Analysis of Small Scale Business.[2019]

## **Projects**

- **Archetype :** Developed business idea of providing luggage storage space [ 2020 ]
- **Market Analysis:** Britannia advertisement analysis with Economic Principles [2019]
- **Streetonomics:** Analysis of small scale business Income, Expenditure and Profits [2019]

## **Extra Curriculum Activities with Certification**

- Basic Computer Course for 3 Months [2013]
- Training in CSR (Customer Service Representative ) under PMKVY for 3 Months [2018]
- Advanced Excel in LJ Institute MBA for 1 Month [2020]

## **Skills**

- Problem Solving & Decision Making ,
- Leadership ,
- Probing and Research ,
- Communications

## **Languages**

- English,
- Hindi,
- Gujarati