

## SACHIN RAJU

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### **Career Objective**

To be associated with the organization that provides me an opportunity to show my skills and improve my knowledge and I am looking ahead to work in a challenging environment and strive for excellence.

### **Professional Summary**

Maintaining positive relationships with customers. Identifying customer needs and overseeing service delivery within the business context. Leading the service delivery team, managing conflict, and ensuring the team's processes and tasks are carried out efficiently. As a service Csat manager, I have worked in a variety of campaigns & worked with 100 fortunes client and can perform both technical and administrative tasks.

- Solving technical problems.
- Managing team performance
- Controlling service quality.
- Maintain customer satisfaction.
- Good interpersonal skills.

### **Qualification**

Course	Stream	Institution	Years of passing	University	% or grace
Distance MBA	HR/Sales & marketing	Dr. CV Raman University	2016	Dr. CV Raman University	70%
Graduation /PG	BSC in HHA	IHM Bhubaneswar	2011-2014	NCHMCT	60%
HSC	Commerce	K V School	2011	CBSE	60%
SSC	-	K V School	2009	CBSE	59%

### **Technical skills**

- Data Visualization: - Data Visualization (Matplotlib, Pandas & Tableau)
- Programming/Web application: - Python, Tableau, SQL, Flask & Streamlit
- Version Control / GitHub
- Machine Learning: - On going

## **Advanced Course**

Undergoing **Data Science** Training with **Innomatics Research Labs** from 21<sup>st</sup> Oct 2021 to till date.

## **Training Project - Innomatics**

Project Title: Portfolio  
 Technology used: HTML, CSS & Js  
 Domain: Innomatics Research Lab  
 Team Size: 1

Project Title: Telephone Directory & CRUD  
 Technology used: Python 3 & Flask  
 Domain: Innomatics Research Lab  
 Team Size: 1

Project Title: Web Scrapping in Hotel  
 Technology used: Python 3 & Website scrapping  
 Domain: Innomatics Research Lab  
 Team Size: 1

Project Title: EDA Project on Data-visualization-and-preprocessing-of AMEO-2015-Dataset  
 Technology used: Python 3  
 Domain: Innomatics Research Lab  
 Team Size: 1

## **Work History**

### **14<sup>th</sup> July 20 – 05<sup>th</sup> June 21 with TrueQc, Pune, As Delivery Head (QC Manager) & CSAT Manager**

- Project Management / Business Communication and Management
- Commercial Management / Team Management
- Support in Requirement Analysis
- Project Deliveries and implementation
- Onsite Co-ordination / Project Planning, Tracking
- Identifying Training needs and arranging training for team
- Management Updates
- Social Performance & Social Media Content Creation / SEO
- CRM Marketing & Country Management

### **14<sup>th</sup> July 2017 – 13<sup>th</sup> July 20 with DemandMatrix Pvt. Ltd. Pune, As CSAT Admin & Human Resource Executive**

#### **CSAT Admin Responsibilities**

- Market research and testing in new and growing markets
- Lead generating campaigns via telephone and email & template design

- Demonstration and consultation meeting booking campaigns
- Assisting the sales team to progress the sales cycle
- Producing reports to show productivity
- E-mail marketing campaigns
- Developing and maintaining the prospect database

### **HR Responsibilities**

- Knowledge about core HR management
- Salary processed / HRMS
- Maintaining Work Culture
- Employee Relations / Payroll Management
- Time management / Record Maintenance etc.

### **5<sup>th</sup> July 2016 – 31<sup>st</sup> December 2016 with Patra India services Pvt. Ltd., Raipur, as Process Executive- I (PE-I)**

- Working in Patra corporation which is U.S based company & a back office in India
- Knowledge about insurance & Types of Insurance
- Daily target achieving
- Taking charge of the process
- Responsibility for quality assurance and Policy deliver

### **July '2014 to 8th June 2016 with THE LEELA PALACE Bangalore, As F&B Associate (GSA)**

- Working in ZEN restaurant, As F&B associate (interim Team leader).
- Know about 2 specialty restaurants JAMAVAR & ZEN.
- Helping in CITRUS coffee shop.

#### **Responsibilities:**

- Maintaining paper works (Sales logbook, Inventory).
- Duty allocations for the outlet operations to be decided and briefing to be conducted.
- Budget knowledge, daily targets.
- Customer Satisfaction / Achieving employee Satisfaction.
- Taking care of store indent. / Taking order and suggestive selling
- Food & Beverage work to be done as per schedule.
- Carry out any other tasks assigned by the supervisor.
- Check for the side operation.

### **Training**

- Completed Industrial training 4 months training from Starwood Sheraton Udaipur hotel.
- Internship in Human resources from DemandMatrix Pvt Ltd.

### **Achievements**

- 100% attendance in my whole carrier
- Member of the organization committee of the Youth Festival.
- Participation in the Volleyball & Basketball inter-college & School competitions.
- Participation in various Sports & cultural activities at school & college levels.

### **Hobbies**

- Painting, Gardening, Editing, Photography, web design, travelling , Hacker rank

### **COMPUTER SKILLS**

- Python
- SQL
- Tableau
- LinkedIn/GitHub
- MS Office Suite & Advance Excel & Google Sheets
- Adobe Photoshop / Video editor / Presentation/ Template
- CRM (Zoho CRM) / Email marketing (ESP) (Constant Contact, Benchmark, etc...)