

Valerio Alfred Kardin

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OBJECTIVE

An individual with a strong drive, self-control, and an exceptional work ethic is actively searching for a chance to join a demanding organization. The aim is to apply their skills and expertise in order to accomplish team objectives and advance their professional growth within the organization.

EDUCATION

Masters of Science (Advanced Computer Science with Data Science) University of Strathclyde, Glasgow, UK
Jan 2024 – Jan 2025

Core Modules: Machine Learning for Data Analytics, Distributed Information Systems, Business Analysis, Legal, Ethical and Professional Issues for the Information Society, Deep Learning Theory & Practices Advanced Topics in Software Engineering, Big Data Tools and Techniques, Research Methods

Bachelors of Science (Information Technology) University of Mumbai, Mumbai, India
June 2018 – May 2021
CGPA: 6.48

Core Modules: Operating Systems, Object Oriented Programming, Web Programming, Python Programming, Data Structures, Computer Networks, Database Management Systems, Core Java, Software Engineering, Advanced Web Programming, Artificial Intelligence, Enterprise Java, Security in Computing, Cyber Laws

Higher Secondary School Certificate (HSC), MSBSHSE, India
June 2016 – May 2018
Percentage: 45.08

Secondary School Certificate (SSC), MSBSHSE, India
June 2015 – May 2016
Percentage: 75.60

SKILLS

- MS Office, basics of HTML and CSS, worked on programming languages like Java and Python.
- Good communication skills, positive approach, punctual and disciplined.
- Devoted to my career, sincere and honest to the work assigned.
- Enthusiastic, good personality and friendly approach towards everyone.
- Committed to continuous learning, improvising and moving forward as a team.

WORK EXPERIENCE

Sr. Customer Service Associate- Teleperformance Global Services Private Limited, India
April 2022– Jan2023

- Provided customer support to JP Morgan Chase credit card holders across the United States, offering assistance and resolving their inquiries over the phone.
- Assumed the responsibility of verifying the customer's identity and providing immediate assistance during their initial call.
- Helped customers with basic card decline issues, addressed their customer service concerns, and provided balance inquiries. Additionally, updated customer records as required.
- Utilized various card-based applications and specialized software applications to ensure the security of customer information.
- Consistently exceeded expectations by achieving high scores in average handling time and schedule adherence, demonstrating exceptional performance.

ACHIEVEMENTS AND AWARDS

- In August 2022, I was honoured with the prestigious 'Rookie of the Month' award at Teleperformance, recognizing my outstanding performance as a newcomer.
- Teleperformance acknowledged my exceptional achievements by showcasing me on their esteemed 'Wall of Fame' for the month of August 2022.
- I was recognized for my exceptional skills in football by receiving certificates of merit for both Inter-college and Inter-school tournaments.

EXTRA-CURRICULAR ACTIVITIES

- Participated enthusiastically in the Rudra 2018 college event, organized by S. P. D. T Degree College, by actively volunteering my time and efforts.
- Engaged in the NSS group within the college, actively participating in numerous clean-up programs conducted throughout Mumbai in collaboration with the college.