

## About Me

I am ambitious and self-esteemed individual, who is capable of applying communication skills for the improvement of the company. Attention to detail, communication, leadership skills, and a great team player. Hardworking and reliable undergraduate with superior skills in both team based and individual capacities. Looking forward to working in a competitive environment that can boost my overall learning.

**2008 - SSC**  
**Silverdale High School, Panchgani**  
**Maharashtra, India**

**2010 - HSC**  
**Vidya Niketan School, Panchgini**  
**Maharashtra, India**

**2019 - BBA**  
**BBA**  
**Kalinga University Raipur**  
**Chattisgarh, India**

## Known Languages

- English
- Hindi
- Marathi

## Experience

**Company Name: AIT GLOBAL INC**

**Position: SME - Application Support**

**Duration: April 2022- Still Working**

- Coordinate with teams and resolve all complex application and system issues.
- Administer and resolve applications issues, provide updates and perform root cause analysis.
- Plan, execute books and implement applications and configuration change procedures to ensure optimal Quality assurance for all applications.
- Supervise all alerts related to application and system procedures and provide services proactively.
- Maintain good professional relationships with counterparts of engineering and customer support departments.
- Coordinate with departments and QA departments and administer code migrations in various environments and production outputs.
- Provide support and identify all issues and prepare appropriate documentation all issues and solutions.
- Identify and provide resolutions ranging in complexity from medium to high.

**Company Name: Tech Mahindra Business Services Ltd**

**Position: Sr. Associate Customer Support**

**Duration: May 2021- March 2022**

- Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution
- Open and maintain customer accounts by recording account information and identify and assess customers' needs to achieve satisfaction
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information
- Manage large amounts of incoming chats
- Generate sales leads
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid, and complete information by using the right methods/tools
- Keep records of customer interactions, process customer accounts, and file documents.

## Extra Curricular Activity

- Played for Pune University 2014 AT university games was the "Best Striker" for that particular season.
- Captained Maharashtra Football Team for 7 a side National Level
- Attended International Camp for Rush Soccer Club (Denver, Colorado, USA)
- Played professional football from 2010-19 for clubs like Rush FC club (USA), RFC (Mumbai Elite division), PIFA COLABA (Mumbai Elite division), Vasco FC (Goa Pro League), Pune Football Club (Pune Super Division), Steadfast Fc (Mumbai 1st Division), Deccan XI (Pune Super Division).

## Computer Proficiency

- Microsoft Office
- Microsoft Excel
- Microsoft PowerPoint
- Data Entry
- Project Management Software

## Hobbies & Interests

- Travelling
- Playing Outdoor Games