****

**Shrinidhi Shetty**

**P:** 7975353893

**E:** shrinidhikshetty@gmail.com

|  |
| --- |
| **OBJECTIVE** |

Seeking a challenging position where I could improve my skills and knowledge for the better productivity of the organization.

|  |
| --- |
| **EDUCATION QUALIFICATION** |

* MBA in HR from VTU (Vishveshvaraya Technological University) Belgaum with **61%.**
* BBM from Mangalore University with **56%**
* PUC from Karnataka State Board with **76%**
* SSLC from Karnataka State Board with **64%**

|  |
| --- |
| **COMPUTER PROFICIENCY AND CERTIFICATION COURSE** |

* Microsoft word and Microsoft excel
* Microsoft power point
* Adobe page maker with Nudi and Baraha

**Certification Course:** Completed PGDCA in computer.

|  |
| --- |
| **PROJECT DETAIL** |

Project : Welfare Measures

Company : A.J. Hospital and Research Centre, Mangalore, Karnataka

Description: “Case Study of Staff Work Satisfaction”

Role : Planned to Conduct a Project in a Huge Hospital Scenario which was very busy with the daily Hospital Activities. By using Random Sampling Technique (For Example, out of 1000 employees, 200 were selected for the Project).

* I formulated a set of Questionnaire Handouts which had Multiple Choice Questions.
* All 200 employees were given the Handouts and requested to “check” mark their opinions or most suitable answers.
* Based on the Answers Form collected back, I formulated a Graph Chart.
* Looking into the Graph Chart, I came up with my Final Interpretation of the Project.
* Based on the All Collected Data, I had a few Findings and Suggestions to the Company.
* Finally a Conclusion summary was written and submitted to the Company regarding “employee satisfaction with the Company”.

|  |
| --- |
| **WORK EXPERIENCE** |

I worked with Microsoft Service Centre (a third-party contractor) for a period of 8 months. My job’s roles and responsibilities were as below.

* Interacting with Microsoft and HTC mobile Customer queries over phone for small application related issues.
* Registering Microsoft Mobiles users, HTC mobile user’s Major complaints.
* Preparing a Job-Sheet depicting the “particular complaint” with all relevant Customer Details.
* Mailing and uploading the same to Bangalore Head office to resolve the issue.
* Dispatching the “faulty phones” through FedEx Air Cargo to Bangalore Head Office.
* Simultaneously, following it up and keeping track of the Resolved Customer issues and Receiving the Corrected Phones through FedEx Cargo back to our office.
* Once the issue is solved, intimating Customer through mail and phone to collect the same.
* Following all these above mentioned Process in a timely, courteous and a Prompt manner giving the Customer best of our services.

|  |
| --- |
| **ACTIVITIES** |

* Undergone training in ‘**Entrepreneurship Development Cell’** at NMAM Institute of Technology.
* Participated in the seminar on ‘**Internet of Things’** held at NSAM Nitte.
* Participated in the “Issues and Challenges for Sustainable Rural Development” held at AIET Mijar.

|  |
| --- |
| **PERSONAL DETAILS** |

* Father’s Name : Karunakar Shetty
* **Mother’s Name :** Malathi K
* **Date of Birth :** 14-05-1994

|  |
| --- |
| **I hereby declare that all the information mentioned above is true and best of my knowledge.**      **Shrinidh S Shetty** |