

PRANAV SEHGAL

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Service associate with a warm and friendly demeanor always! Skilled at conflict resolution. Team builder who is acutely attentive to employees' and clients' needs. Punctual problem solver and avid multitasker. Track record of being an essential part of the management team and instrumental in providing effective solutions that produce immediate impact and contribute to the establishment's long-term success.

EXPERIENCE

JUNE, 2019 – PRESENT

BUSINESS ASSOCIATE, BT GROUP PLC

- Stakeholder management
- Dummy account testing
- Error code and ticket resolving
- Contributing process improvement ideas for CI (Continuous Improvement).
- Project to simplify attendance & leave management.
- Nominated as a virtual support for NE (New Entrances).
- Vital role in team collaboration by giving insights for process improvement.

EDUCATION

AUGUST 2016-2019

BACHELOR OF COMPUTER APPLICATION, GGS INDRAPRASTHA UNIVERSITY

- Bachelor of Computer Application – First Division
- Placement Coordinator - Batch 2016-19

CERTIFICATIONS

- Java certification affiliated by *DOEAAC*
- PHP certification affiliated by *DOEAAC*
- Six Sigma Yellow Belt

SKILLS

- Data interpretation
- Customer Service
- Integrity
- Data Reporting
- Training and support
- People management

PROJECTS

- Online Examination system – PHP, HTML, CSS
- Forums – PHP, HTML, CSS
- Attendance management – SharePoint