

SUMMARY OF QUALIFICATIONS

- Over seven years of quality customer service experience with excellent communication skills while working with people across globe.
- Capable to work in a fast paced environment and efficient in multitasking with result-oriented competence.
- Proficient in computer software programming along with exemplary problem solving skills.
- Language: Fluent in English and Hindi.

EDUCATION

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| Associate in Computer Software Development | Dec, 2016 |
| Minneapolis Community And Technical College(MCTC) | GPA 4.0 |
| Post Graduate Diploma in Human Resource | May, 2010 |
| Symbiosis Institute of Business Management, Pune (India) | GPA 4.0 |
| Bachelors in Computer Applications | May 2006 |
| IGNOU, New Delhi (India) | GPA 4.0 |

COMPUTER SKILLS

Proficient in programming languages like Java, C#, python. Adequate knowledge of database management system (access & MySQL). Very well versed in Microsoft office tools including access. Adept knowledge of HTML/CSS along with project management skills.

ACADEMIC PROJECTS**Designed, Tested and Developed:**

- **A Java based interactive GUI coffee shop app** to place an order for a drink, calculate the total and save it into an output file through the application of object-oriented concepts such as interfaces, abstract classes and database connection. Involved interaction with MYSQL server for data storage. Implemented Bar-Chart of daily/monthly sale report for business-analysis.
- **A Java based Snake Game** through the application of interfaces and abstract classes. Conceptualized, designed and implemented complex movement of snake based on user input from keyboard. Involved a nice design and outlook of the game with advanced game options.
- **A Java based human versus computer card game called Crazy Eight** which involved the usage of user-defined classes and object oriented concepts.
- **A C# based basic memory GUI calculator** through the application of object-oriented concepts such as classes and objects on windows form application platform.
- **A Python based interactive mind game for kids** through the application of object-oriented concepts and Turtle based graphics programming techniques

PROFESSIONAL EXPERIENCE**IT Intern-Hennepin County**

Sep 2016-May 2017

Working on a time-sheet application which uses C#, Angular JS and Ajax for the back-end coding. Also, HTML, CSS, JS and Active service directory for the front-end coding using MVC module.

Lab Assistant -MCTC Computer Lab

August 2015-Sep 2016

Assist students in person/over the phone for using computers and application in the lab or outside. Raised tickets for any IT related issues.

Resident Expert- Encore Capital Group (India)

Feb 2010-July 2013

Managed liquidation and collection of customer past due accounts. Promoted to resident expert within short time frame for great customer service and delivering outstanding performance.

Senior Customer Care Executive -Convergys, Gurgaon (India)

Oct 2006-Jan 2010

Responded to all telephone calls in a quick and courteous manner Interfaced with customers on phones and answered questions regarding website, products, pricing, delivery dates, and technical information. Awarded "Star Performer" for three times for excellent customer services. Trained in Six Sigma practices and applications.