

Anjali Sharma

SKILLS

Teamwork And collaboration, Adaptability, Problem Solving, Critical Observation, People skills.

EXPERIENCE

Accenture, Gurgaon — Customer Care Executive

January 2019 - PRESENT

- I have worked for India, Australia, Singapore and a few countries of European region.
- I have handled accounts for transaction related query, money laundering, payment method issues.
- I have handled issues related to phone repair, software troubleshooting, replacement issues and presales or post sales query for warranty and repair.

Shivik Global India Pvt limited, Noida — Customer care executive

September 2016 - November 2017

- I have worked with Us clients to take the feedback from them about the service that they got from the technical department about their computer.

Software or website used:

- Jira
- B2X
- Cases or RedBull
- FedEx, Shyplite, and Bluedart
- Gmail, Google spreadsheets, Google docs.

EDUCATION

- **P.T.U, Jalandhar(Punjab) — B. tech. (E.C.E), July 2013 - June 2016**
- **P.S.B.T.E & I.T, Jalandhar(Punjab)- Diploma (C.S.E), July 2010 - June 2013**
- **P.S.E.B, Jalandhar(Punjab)- Higher secondary, passed out in 2010**

Industrial Training:

I have done my six-week industrial training (Diploma) from K sons & I.T solution in programming language C and C++.

I have done my six-week industrial training (B-tech) from Technocrate in VLSI.

Project / Assignment:

Project Name	Language	Software Used
Stock Inventory	C++	TURBO C++
Lcd Display	VHDL	XILINX ISE 11.3
A.L.U	VHDL	XILINX ISE 11.3

AWARDS

Participation in college's Annual Function in 2011(March).

Score Third position in choreography held by PSBTE at the state level in 2012(March).

Score First position in Bhangra in St .soldier inter-college competition held by Punjab Kesari in 2012(Sept).

Scored the First position in a competition held after the workshop by Robozest in 2015(Oct).

Workshops

I had attended a workshop on robotics held by ROBOZEST in which we learned the basics of robotics.

I had attended a workshop on handling our minds held by ART OF LIVING in 2015 in which we have learned to stay calm and relax.