

CURRICULUM VITAE

SAYALI S. GHORPADE

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CAREER OBJECTIVE:

To work for the positive prospects of the organization in order to keep it step ahead. To take more responsibilities and achieve a higher position in an organization by enhancing my knowledge.

PROFILE:

- 1) Worked as Service Level Co-coordinator at Wipro Ltd. in **DELL** project

Professional Experience

Designation : Call Coordinator

Duration : 17th Aug 2016 – 27th April 2018

- Real time escalations to related team
- Ensures customer satisfaction through processing orders and coordinating customer service needs with other functions as required
- Keeping all data up to date with current status. Compile daily/weekly reports.
- Activity monitors all customer contact points. Develop & maintain action plans for low queue conditions.
- Serve as point of contact and escalation for multiple regions.
- Review/Approve dispatches for dell team to ensure dispatch meets required guideline
- Cascade any update/communications coming from dell to their aligned team

Accomplishment:

For significant contribution made towards the program and the overall business which helped Wipro

- 2) Worked as Desktop Support Engineer at Direct Peripherals Pvt Ltd.

Designation : Desktop Support Engineer

Duration : 1st May 2018 -31st Oct 2019

- Addressing user tickets regarding hardware & software
- Walking customers through installing applications and computer peripherals
- Asking targeted questions to diagnose problem
- Guiding users with simple, step-by-step instructions
- Testing alternative pathways until issue resolved
- Customizing desktop applications to meet user needs

- Record technical issues and solutions in logs
- Direct unresolved issues to the next level of support personnel
- Follow up with clients to ensure their systems are functional
- Report customer feedback and potential product requests
- Help create technical documentation and manuals

EDUCATIONAL QUALIFICATIONS:

Examination	School/Institution	Board/University	Year of completion	Percentage
B.E(E&TC)	M.M.C.O.E,Karvenagar	PUNE	2016	70%
Diploma (E&TC)	Government Polytechnic,Tasgaon	M.S.B.T.E	2013	79%
SSC	R.K.G.K.M.Vidyalaya, Atit	KOLHAPUR	2010	91.27%

TECHNICAL SKILLS:

CCNA (Cisco Certified Network Associate) **Routing and Switching**

Language- Basic knowledge of C, C++, Java

Operating System- W7, W8, W10

Others-Matlab, Embeded System, MS Excel, MS Outlook

ACADEMIC PROJECT:

Organization: Marathwada Mitra Mandal's college of Engineering, Karvenagar

Project Title: Wireless Answer pad Aptitude Examination Using ARM7

Description: In this project, every user will have its own **Electronic Answer Pad**. This answer pad is a combination of keypad and display, so that user can enter and view the selected answer of a particular question from a given question paper. Once the exam is over, all the answers of users will be sent to server system via **ZIGBEE Technology**, the server system will then analyse the answers with the pre-loaded answer sheet, in order to generate the results of all users.

PERSONAL PROFILE:

Name : Sayali Sunil Ghorpade
Date of birth : 09/07/1995

Languages Known : English,Hindi,Marathi
Gender : Female(Married)
Permanent Address : At Post-Nisrale, Tal-Satara,
Dist-Satara, Pin-415519

DECLARATION:

I hereby declare that the information given above is true to the best of my knowledge & belief.

Place:

Date:

Sayali Ghorpade