**RESUME**

**NAME: - Tejaswini Tarasing Kadam**

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**Objective:-**

To seek a responsible and challenging position in an organization by associating myself with a growing organization that would provide me individual growth development in the process contributing of the organization.

**Computer Skill:-**

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| * **Operating Systems**: - Windows. * **Programming Languages**: - C++,Java. * **Web Technologies**: - HTML, CSS. | |
| ** Web Servers**: - | Apache Tomcat. |
| ** RDBMS**: - | Oracle, SQL server. |
| ** IDE Tools**: -  **Interested in: -**  **Experience Summary:**    **1.TCS Experience**   * **Process Associate in TCS:-** | Eclipse.  SQL. |
| **a. Organization**:- | TATA Consultancy Limited Pune |
| **b. Role**:- | Process Associate |
| **c. Tenure**:- | 2 years 11 months (from SEPT-2016 to AUG-2019) |
| **d. Team size: -** | 15 members. |
| **e. Project / Client name:** - | Bajaj Finance Limited |

**f. Project Descriptions:-**

After resigning Tech Mahindra, I recruited for TCS as an associate. In-behalf of the associate my duty is to work on email tickets for the BFL customers. We are adding value to the origination by making business with growth. Having a good quality score for each department and also good reputation with the client..

Here we are in the standardized process as following the SLA and TAT. Also we rewarded to handling the customers query in respect to Average handling time. This is totally business oriented job for now but having spirit to capture good position with new curriculum.

* Service Desk Analyst in TCS:-

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| **a. Organization**:- | TATA Consultancy Limited Pune |
| **b. Role**:- | Service Desk Analyst |
| **c. Tenure**:- | 3 years 5 months (from AUG -2019 to Feb -2023) |
| **d. Team size: -** | 20 members. |
| **e. Project / Client name:** - | Atlas Copco |

**f. Project Descriptions:-**

After moving from Bajaj Finance Limited, I Joined Atlas Copco project. In this project I am working on service now ticketing tool.

* + - I worked on SAP ACDC tickets in Service Now ticketing tool.
    - Researched and resolved issues/inquiries daily.
    - Worked with Active Directory to build user network profiles, reset password, unlock accounts and also created and removed client accounts.
    - Used Remote support tools such as Bomgar.
    - Troubleshooting Exchange 2010/Outlook 2010 mailbox and connectivity to solve user and server problems. Resolve issues with outlook, Mail.
    - Performing Incident Investigation diagnosis and resolution.
    - Knowledge of (RDP) remote desktop connections, peer to peer file sharing and other applications associated with remote IT assistance.

**2. Associate Support.**

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| **a. Organization**: - | Tech Mahindra Ltd. |
| **b. Role**: - | Associate Support. |
| **c. Tenure**: - | 1 year (from Sept-2014 to Oct-2015) |
| **d. Project Name**:- | Volkswagen Post sales Application |

**e. Project Descriptions:-**

I have experience in customer service with good customer handling ability. Probably I am working as an associate who has supposed to raise a ticket for some issues customer and take a proper feedback from them. I have to mention all the details of customer given on the call into the database. The daily call record has been provided by team leader and I have to finish it in to the TAT period. Also the positive think in that project is I able to handle Microsoft excel. This is an outbound calling so I have to maintain the quality score with the quality parameter which is provided by the call auditor. This task is related to customer satisfaction and follow up details which is more useful for the business prospective. The decision making skill and multiple task handling is to be learning point of views from this job.

**Educational Qualifications:-**

* **Bachelor of Engineering (B.E.IT):-**

 B.E.(IT) in 2013 from ShivajiUniversity,Kolhapur(M.S.)

Result: - 56.35% (II st Division)

* **Higher Secondary Certificate Examination (H.S.C):-**

 H.S.C.(Sci.) in 2008 from State Board(M.S)

Result:-76.83 %( I st Division)

* **Secondary School Certificate Examination (S.S.C.):-** 
  + S.S.C in 2006 from State Board (M.S)

Result:-78.13% (I st Division)

**Achievement:-**

* + I have a knowledge of SQL and wants to do work in the same.
  + Successfully completed certification of SQL from Seed Infotech.

**Interest & hobbies:-**

* + Maintain computers data.
  + Interested to participate in cultural activities and get a hosting as well as anchoring of the programs.

**Core Strengths:-**

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| * Good & Quick decision making. * Ability to work with a team. * Self-motivated enthusiastic to learn effective smart work. * Good communication skills. * Positive attitude and good listening ability.   **Personal Details:-**   * Father Name :-Tarasing Kadam * Date of Birth :-07 July 1991 * gender :-Female * Marital status :-Married * Language Known :- English, Marathi and Hindi * Address :- A/P-Nere Dattawadi,Mangir buva chowk,Laxmi Niwas Building Plat   No-301, Tal-Mulshi, District-Pune, pincode-411033    **Date:- Tejaswini T.Kadam**  **Place: -** | | | | |
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