**RESUME**

Snehal Gaikwad

Flat no-1005,Aseem Vishwa,

Chafekar Chowk,Chinchwad-33

**Mobile:**7767934455 **Email:**pritysnehal@gmail.com

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**Objective:**

To be associated with a firm, which provides career development opportunities and contributes in its progress through my knowledge and skill.

**Current Employment Details:**

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| --- | --- | --- | --- |
| Sr.No | Organisation Name | Designation | Duration |
| 1 | Infosys BPM | Technical process specialist | 10th March,2021 to till date |
| 2 | Amazon | Customer support associate | 13th Apr,2020 to 31st January 2021 |
| 3 | Convergys | Senior Technical Engg | 26th March  2018 to 10th  Aug 2018 |
| 4 | WNS Global Pvt Ltd | Customer Support Associate | 1st Sep 2017 to  31 Dec 2017 |
| 5 | Entercoms SolutiosPvt Ltd | Technical Suppot Engg | 26th Oct,2015 to 30th Aug 2017 |

|  |  |
| --- | --- |
| **Role & Responsibilities :**    • | **Analyse the information gathered from technical support.** |
| • | **Check which diagnostics tool is used.** |
| • | **Check whether correct troubleshooting steps are performed.** |
| • | **Check whether the part sent was according to the diagnostics & troubleshooting.** |
| • | **Send information accordingly & then dispatch the correct part to customer.** |
|  | |
| **Academic Qualifications :** | |

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| --- | --- | --- | --- | --- | --- |
| **Qualification** | **Course Name** | **Branch/ Discipline** | **University/ Board** | **Year of Passing** | **Marks(%**  **)** |
| Graduation | B.C.A | Computer  Application | University of Pune | 2012 | 58.08 |
| Diploma | DCE | Computer Engg. | MSBTE | 2008 | 60.78 |
| SSC | SSC | - | State Board | 2003 | 73.20 |

**Technical Skills :**

|  |  |
| --- | --- |
| **Languages** | C, C++,Java,.net |
| **Database** | SQL,Oracle |
| **Operating**  **System** | Windows XP, Windows 7,Windows 8 |

**Key Strengths :**

* Positive Attitude
* Hardworking

**Other Course Details:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No** | **Course Name** | **Year** | **Institute** | **Grade** |
| 1 | Software Testing | 2009 | SEED Infotech | B+ |

**Hobbies and Interests:**

* Listening to music
* Reading books

**Personal Profile:**

Name : Snehal Gaikwad

Permanent Address : 1005,Aseem Vishwa,

Opposite SKF Company,

Chafekar Chowk,Chinchwad.

|  |  |  |
| --- | --- | --- |
|  |  | Pin. 411033 |
| Sex |  | : Female |
| Marital Status |  | : Married |
| Nationality |  | : Indian |
| Date of Birth |  | : 02ndApril,1988. |

Languages Known : English, Hindi,Marathi..

Contact : 7767934455

**Declaration:**

I solemnly declare that all the details cited above are true to the best of my knowledge and honesty.

**Date: / /**

**Place:** Pune **Snehal Gaikwad**