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| **Name: Ms.Bhavana Nikum**  **Contact No.:** +91 8796048949  **Email Id:** bhavananikum1996@gmail.com  **Date of Birth: 30**th June 1996  **Academic:** BE in E & TC. | |
| **Address:**  Shree sai krupa,krushnaraj colony,  William nagar,Pimple gurav,  Pune-411061. |

**Career Objective**

To work for an organization which gives an opportunity to have a growth in organizational objective and also along with it improving my skills.

**Academic Qualification**

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| **Qualification** | **Name of the Institute** | **Year** | **Board/University** | **Percentage** |
| **BE** | J.S.P.M’S R.S.C.O.E | 2020 | Pune University | 63.26% |
| **HSC** | SSVM Junior College  Aundh | 2014 | Maharashtra State Board | 57.69% |
| **SSC** | Mastermind English Medium High School | 2012 | Maharashtra State Board | 78.91% |

**Current Work Profile :**

**-**Started working in Wipro from 13th Aug 2018, till date I have completed 1 year 11 months in Wipro.

- My job role is transferring services from consumer to business.Transferred services from one customer to other that is change of legal lessie.

-Used Tools like Maxim to pull orders.

-Worked on Siebel for transferring mobile services.

-We also used different tools like Tempo, Emptor to provide the services on promised time.

-Worked efficiently so that customer can enjoy services without disruption.-Working in Wipro Limited as Associate Telstra GCC Chat process knowledge.

-Troubleshoot the client issue by taking a remote access of their handsets, modem and other devices.

**-L**1 troubleshooting steps. And tickets raise for unsolved issues.

**-**Have a persuasive approach to increase sales for the process .

-Ability to work under pressure.

-Ability to accept and learn from criticism .

**Achievements :**

-Have been part of top team for 3 month on the back

-Also have always been top achiever for the team month on month

- No unplanned leaves and absenteeism

**Project Details**

**Third Year Engineering Project**

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| **Project** | Microcontroller based automatic college bell (Alarm System) |
| **Description** | The project aims at implementing a system for the institute which will automatically notify the schedule by making an alert at the time of begin and end of lecture.This can be a real time application system use in schools and colleges. |

**Final Year Engineering Project**

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| **Project** | IOT based Electricity Theft Detection. |
| **Description** | The project aims at achieving the objectives such as ease of accessing information for customer from energy meter through IOT application. Theft detection at customer end in real time also disconnection of service from remote server. |

**Technical Proficiency**

* Programming Languages : Basics of C
* Good Command over MS-Excel.
* Operational Knowledge of MS Office-Word and PowerPoint.
* Efficient analyzing.

**Extra Curricular Activities**

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| * Worked as the co-head representing E&TC department in “R.S.C.O.E INNOVISION 2017”. * Participated in event 'Paper Presentation' in INNOVISION 2017. * Attended internship program at “BROSE Technik for Automobile ”. * Working as an active member in ENTESA. * Working as a member of social group Spreading Smile |

**Co-Curricular Activities**

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| * Attended the “Art Of Living” workshop arranged by Barclays in Dec.2016. * Participated in “ROBOTICS” workshop. * Participated in various college level activities like Circutrix, Paper Presentation. * Participated in inter college, Dance Competitions. * Participated in "DUM DAMA DUM" dance reality show. |

**Personal Skills**

* Goal oriented.
* Good communication skills.
* No delays and leniency in the work.
* Good team player.
* Good leadership qualities.

**Declaration**

I hereby declare the above mention details are true to the best of my knowledge and belief.

Bhavana Nikum

PLACE: SIGNATURE: