

CONTACT

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PROFESSIONAL
EXPERIENCE

Customer Service Associate – Virtual (Remote)
Amazon | Sep 23 2024 – May 31 2025

- Acted as first point of contact for customer queries related to orders, payments, and website navigation.
- Provided tailored resolutions using CRM and internal tools with high clarity and professionalism.

Front-End Web Development Intern
Appflix Studio | Aug 2023 – Oct 2023

- Built and maintained responsive web pages using HTML, CSS, and JavaScript.
- Collaborated with senior developers to optimize performance and UI/UX.

EDUCATION

Master of Computer Applications (MCA)
Vivekananda Institute of Professional Studies | 2024 – Present

Bachelor of Computer Applications (BCA)
Maharaja Surajmal Institute of Technology | 2021 – 2024
CGPA: 9

Senior Secondary – Class 12th
CBSE | 2021
CGPA: 8.2

Secondary – Class 10th
CBSE | 2019
CGPA: 8.8

TECHNICAL
SKILLS

- Web:** HTML5, CSS3, JavaScript
- Programming:** Python, Java
- AI & GenAI:** Prompt Engineering, LLM Utilization (OpenAI/Gemini), Computer Vision (OpenCV), NLP
- Tools & Platforms:** Power BI, Git/GitHub, VS Code, MS Office, Canva
- Soft Skills:** Customer Service, Problem Solving, Time Management, Collaboration
- Languages:** English (Fluent), Hindi (Fluent), German (Beginner)

CERTIFICATES
AND PROJECTS

Microsoft Power BI – Analyzing and Visualizing Data
Be10x | Credential ID: 27 | Year: 2025

- Created AI-powered interactive dashboards for business intelligence and data visualization.

Website UX/UI Revamp – Appflix Studio

- Led front-end redesign efforts for a startup portal improving speed and user experience.

PERSONAL
INFORMATION

Date of Birth: 06 March 2004
Nationality: Indian
Marital Status: Unmarried
Gender: Male

EXTRA-CURRICULAR
ACTIVITIES

Music: Vocalist & Instrumentalist
Gym, Creative Writing, Reading, New Tech and Ai Updates
Volunteered: Sachkhand NGO, NSS College Society

DECLARATION

I hereby declare that the information provided is true.
– Randeep Singh Arora | New Delhi