

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