Randeep Singh Arora

Graduate

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