

# Resume

**Gayatri Pradhan**

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## **Career Objective**

Seeking a challenging & rewarding career in a corporate organization, to work in a multidisciplinary and professional environment that caters to my professional and personal growth. Utilize the recent improving trends while making optimum use of the available resources for the success of the company. More importantly, working harmoniously in a team to bring forth the best from self and everyone.

## **Academics**

Qualification	Institute	Passing year	Percentage
M. tech	Centurion University of Technology & Management	2018	90.00%
B. tech	Centurion University of Technology & Management	2016	80.00%
12th	KIIT Science College	2012	60.00%
10th	Saraswati Sishu Vidya Mandir, Paradeep Port	2010	78.5%

## **Projects**

### **● Function Generator (2016)**

○ Designed and implemented a control system for monitoring , maintaining and risk aversion in fully functional automated routing and load balancing water supply system.

### **● Customizable temperature sensitive AC motor controller (2012)**

○ specifically applied in fan that starts on its own triggering on a certain programmable cutoff temperature range.

## **Experience**

1. 9 months experience in **First source solutions** limited as a post of customer support associate in Bangalore.
2. 7 months experience in **[24]7.AI India** as a customer support associate role for international voice process.

### **Work experience:**

Handling customer interaction efficiently and effectively via Chat.

Receive and Promptly Respond to Customer Queries and resolve them in a timely and efficient manner.

Identifying customer needs and helping customers using specific features.

Take ownership of customer issues and Escalate unresolved issues to the appropriate internal teams.

3. 9 months experience in Byjus, Bangalore as a Central Audit Team.

### **Work experience**

Created spreadsheets using Microsoft excel for daily, weekly, and monthly reporting.

Used coordination and planning skills to achieve results according to schedule.

Developed and implemented performance improvement strategies' and plans to promote continuous improvement.

Developed team communications and informations for meetings

## **Technical Skills**

- Core Java
- PLC & SCADA
- Well versed with Microsoft Office.

## **Strengths**

- Proficient with written & verbal communication in English, Hindi & Odiya.
- Flexible, hardworking and enthusiastic to learn & explore new things.
- Quick learner having the ability to develop familiarity with new procedures and services in short time span.
- Work well in both team environments and individually.

## **Accolades**

- Gold medalist in badminton in annual inter-college sports meet. (2015)

- Runner up in classical dance in annual university cultural fest. (2013)
- Gold medalist in annual college badminton championship. (2013)
- Runner up in annual college parliamentary debate competition. (2012)
- Runner up in classical dance competition at district level. (2010)

### **Extra-Curricular Activities**

- Singing
- watching talent hunt shows
- Reading self-help books