

RESUME

PRANAV KARTHICK S

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CAREER OBJECTIVE:

TO WORK IN A FIRM WITH A PROFESSIONAL WORK DRIVEN ENVIRONMENT WHERE I CAN UTILIZE AND APPLY MY KNOWLEDGE, SKILLS WHICH WOULD ENABLE ME AS A GRADUATE TO GROW WHILE FULFILLING ORGANIZATIONAL GOALS. LOOKING FOR A DYNAMIC AND PROGRESSIVE COMPANY WHERE MY SKILLS ARE UTILIZED IN THE MAXIMUM WAY POSSIBLE.

ACADEMIC CREDENTIALS:

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EDUCATION	BOARD	INSTITUTION	YEAR OF PASSING	PERCENTAGE / CGPA
B.E (MECHANICAL ENGINEERING)	VTU BELGAVI	Cauvery Institute of Technology,Mandya	2020	7.4 CGPA
12TH	KARNATAKA STATE BOARD	Mysore Institute of Mahesh PU College, Mysore	2016	59%
10TH	CBSE DELHI BOARD	Baden Powell Public School,Mysore	2014	6.8 CGPA

TECHNICAL SKILLS:

- * CATIA
- *CREO
- * Uni Graphics(NX CAM)
- *PART DESIGN (2D,3D MODELING)
- *ASSEMBLY
- *DRAFTING
- *SHEET METAL AND ANALYSIS .

PERSONALITY TRAITS:

- ✓ GOOD COMMUNICATION SKILLS
- ✓ LEADERSHIP QUALITY
- ✓ SMARTWORK
- ✓ QUICK LEARN
- ✓ CREATIVE AND DEDICATED

EXTRACURRICULAR ACTIVITIES:

- Have executed a project on “Design and fabrication of multi-stage centrifugal filter” Under the consultancy of TECHNO ANVESHANA, Mandya.
- The project was successfully completed and was appreciated by our teaching faculties

INTERNSHIP DETAILS:

- Completed 8 days of internship on GASOLINE/ELECTRIC FORMULA RACE CAR DESIGN & DEVELOPMENT at RNS Institute of Technology, Bengaluru, During the period from 21/01/2019 to 28/01/2019
- Completed 1 month of internship on AIR BRAKE SYTEM at Central Workshop, South Western Railway, Mysore South, during the period from 05/07/2019 to 03/08/2019 Successfully.

CERTIFICATION:.

- Participated in CAD DESK Techno quiz-2018 held on 18/02/2018
- Participated in Two Days Workshop On I.C ENGINE held on 12/10/2018 & 13/10/2018 Conducted by AJ Heuristic, Bengaluru
- Participated in One Day Workshop On 3D PRINTING & 3D SCANNING held on 03/05/2019 conducted by Youth Tech, Mysore.
- Basic C programming, Basic Java, PYTHON, Ms office tools, Windows OS, Basic Networking.
- Have executed a project on “Design and fabrication of multi-stage centrifugal filter” Under the consultancy of TECHNO ANVESHANA, Mandya.

JOB EXPERIENCES :

SERVICE DESK TECHNICAL ANALYST :

HCL TECHNOLOGIES - DEUTSCHE BANK SERVICE DESK – May 2020 – TILL PRESENT DATE.

- PROVIDING SUPPORT AS A CORE TECHNICAL ANALYST FOR THE TRADE PREMIUM AND DEDICATED USER OF DEUTSCHE BANK.
- RESOLVE INCIDENTS AND TAKE NECESSARY ACTION TO MOVE TO INCM PROCESS.
- RESOLVING ISSUES WHICH WERE UN-RESOLVED WITH THE HELP OF REMOTE DESKTOP MANAGEMENT.
- PROVIDING RESOLUTION TO THE ISSUES INTERACTING AND CO-OPERATING WITH MULTIPLE TEAMS, IN ORDER TO AVOID ESCALATIONS TO OTHER TEAMS AND TO ACHIEVE CUSTOMER SATISFACTION.
- RESOLVE COMPLEX ESCALATION ISSUES WORKING WITH T2 AND T3 SERVICE PEERS, BASED ON US AND EMEA TECHNICAL AND SOFTWARE RELATED ISSUES. ENSURED TO PROVIDE DESCRIPTIVE KNOWLEDGE OF TROUBLE TICKETING SYSTEM AND ENSURED ACCURATE RESOLUTIONS.
- PERFORMED PERSISTENTLY IN ORDER TO ENSURE CUSTOMER SATISFACTION AND SWIFT SERVICE PROVIDED.
- WORKS AS A TEAM PLAYER FOR ENSURING CONTROLLED VOLUME AND REDUCTION AND INCREASE IN PRODUCTIVITY.

PERSONAL DOSSER:

- DATE OF BIRTH : 25/09/1998
- LANGUAGES KNOWN : KANNADA, HINDI, & ENGLISH.

HOBBIES:

- Playing Badminton and Football, Watching Movies and Series and learn New things to gain knowledge and technologies

DECLARATION:

I HEREBY DECLARE THAT THE INFORMATION FURNISHED ABOVE IS TRUE TO THE BEST OF MY KNOWLEDGE.

(PRANAV KARTHICK S)
