

# Curriculum Vitae

PASSPORT SIZE PHOTO

**Full Name**

Mobile Number: - +91\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail :**-**

## Specialization: - Marketing. Education Details

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| --- | --- | --- | --- | --- |
| **Qualification** | **Institute** | **University/Board** | **Year** | **Percentage** |
| **PGDM Marketing** | Indira School of Business Studies PGDM | Autonomous (AICTE approved) | 2021-2023 | 75% |
| **B.E.**  **(Mechanical)** | XYZ | CSVTU | 2014-2018 | 76% |
| **HSC**  **(Science)** | XYZ | CGBSE | 2013-2014 | 70% |
| **SSC** | XYZ | CBSE | 2010-2011 | 73.2% |

**Work Experience**

#### Company: XYZ

#### Job Title: Business Associate

**Work Description:**

* Worked for a client company Amazon for domestic English voice process and handled

customers all over India.

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Managed customer relationship and provided the support and services to the customers.

* Maintained Customer Loyalty and database of the customers.
* Gained Knowledge about the products, services, policies and process of the client company amazon.
* Handled 70+ calls daily to provide customer service and solved their queries.

**Achievements:** Gained higher customer satisfaction review from the Customers.

**Duration:** 4 Months (September 2020 – December 2020)

#### Company: XYZ

#### Job Title: Trainee Process Associate

**Work Description:**

* Worked for a client company Indigo Airlines for domestic and international English voice process and handled customers of india as well as of other countries also.
* Managed customer relationship and provided the support and services to the customers.
* Maintained Customer Loyalty and database of the customers.
* Gained Knowledge about the services, policies and process of the client company indigo airlines.
* Handled 90+ calls daily to provide customer service and solved their queries.

**Achievements:** Gained higher customer satisfaction review from the customers and got incentive.

**Duration** 5 Months (January 2020 – May 2020)

## Project Details

#### Company: Voyager Study Abroad Project Title: X-Culture

**Duration: 2 months (September 2021 to October 2021) Details:**

* X-Culture is an international project where we were 6 students from 6 different countries.
* We worked on the following points: End-user current behavior and needs, Industry and competition analysis, New Market Selection and Analysis, Promotion Channels, Promotional Materials, Product design and business model, Pricing, and Retention strategy for the company Voyager Study Abroad.

**Achievements**: Learn how to deal with different people, accent barrier & time barrier as it was an international project.

#### Company: TATA STEEL LTD, Jamshedpur Project Title: Study of Hydraulic in HSM Duration: One months (June 2017-July 2017) Details:

* + Visited the plant and different departments under the plant.
  + Understood the process of Mills Mechanical Maintenance department.
  + Understood and studied hydraulics and reduction in hydraulic leakage from balancing cylinder in HSM department.

**Achievements**: Completed this project and got certified under this Program.

## Achievements:

* Placement Coordinator (Corporate Relation) at Indira Groups of Institutes, Pune.
* Awarded B.E. Honors Degree in Graduation at Rungta Groups of Institutes, Raipur.

## Workshops/Certifications:

* Completed X-Culture Global Collaboration Course of 2 Months.
* Completed Accounting Fundamental course from TCS ION
* 60 Days certification course of CATIA from CAD Centre, Pune.
* 80 Days certification course of CREO from CAD Centre, Pune.
* 45 Days certification course of AUTOCAD from CAD Centre, Pune.
* 45 Days certification course of Core Java from Rays Technologies, Raipur.
* Industrial training from TATA STEEL LTD, Jamshedpur.
* Vocational training from Bharat Auto Solution, Pune

## Skills/Competencies

* Good Communication
* Leadership Quality
* Creativity
* Problem solving Skill
* MS Office

#### Extra-Curricular Activities

* First runner-up in SPORTSBUZZ quiz held in ISBS.
* Participated in SPORTACUS Cricket competition held in ISBS.
* First runner-up in SCAM SCANNER competition held in ISBS.
* Participated in INVICTUS Inter Divisional Box Cricket League.
* Participated in COLORS OF INDIRA competition held in ISBS.
* Participated in LOGO REDESIGN competition held in ISBS.
* Winner of Intercollege Cricket Tournament held at Rungta Group of Institutes,

## Personal Details:

* **Address:** XYZ
* **Date of Birth:** DD/MM/YEAR
* **Languages**: English and Hindi

### Name – XYZ

### Date-23/03/2022