**B.L.Blessan** 

**Citizenship : Indian ▪ Date of birth : 5 APRIL 1992**

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| **Contact** |
| **Mobile     :   7907732720/ 9446095213**  **e-mail      :   blessanbl@gmail.com**  **Address  :   Sharonil Kuzhimanali Puthenveedu, Manalivila,                                    Venpakal P.O Trivandrum, Kerala 695123.** |

**Objective**

**I intend to build a career that would enhance my skills, update my knowledge and make me a part of a team that excels in work towards the growth of the organisation and explore myself fully and thereby compete globally.**

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| **Certification** | | |
| **Certified in asp.net C#, MySql, Python, Django** | | |
| **Education** |  | |
| **2010-2014** | **Bachelor of Technology (June 2014) - *“Electronics and Communication”***   * **✓       Institute:  Perunthalaivar Kamarajar Institute Of Engineering And Technology** * **✓       University: Pondicherry University.** * **✓       CGPA :6.3** | |
| **2009-2010** | **All India Senior School Certificate Examination**   * **✓       School: Jawahar Navodaya Vidyalaya, Pandakkal Mahe. 673310** * **✓       Percentage : 78 %** | |
| **2007-2008** | **All India Secondary School Examination**   * **✓       School: Jawahar Navodaya Vidyalaya, Pandakkal Mahe.673310** * **✓       Percentage : 82.3 %** | |
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| **Professional Experience** | |  |
| * **❖       Worked as a Construction Foreman in Bahrain (December2014-June2016)**   **1. Oversee a Team, Construction projects are group efforts, and civil foremen monitor team members to ensure operations flow**  **2. Handle Workers. Good morale increases productivity, so civil foremen try to keep the team's energy and spirits up**     * **❖       Worked as Process Analyst @ Phoenix Info Technologies ( August 2016- June 2019)**   **1. Responding to customer inquiries and complaints via phone, email, or live chat**  **2. Resolving customer issues and complaints in a timely and efficient manner**  **3. Maintaining a high level of knowledge about the company's products or services**  **4. Upselling products or services to customers when appropriate**  **5. Gathering and recording customer feedback and suggestions**  **6. Escalating complex or unresolved issues to a supervisor or manager**  **7. Keeping accurate records of customer interactions and transactions**  **8. Maintaining a professional and friendly demeanor at all times**     * **❖       Worked as Implementation engineer in Ospyn Technologies – 6 months**  1. **Assist the project manager to deploy network, hardware, and software solutions for a company or institution.**  * **❖       Worked as Client Relationship Executive @ A&A Infotech Solutions, Pettah (June2020-March2021)** * **                     1. Serving as the main point of contact between clients and employees.** * **                     2. Learning the needs of clients and developing plans to meet them.** * **                     3. Regularly checking in on clients to ensure they're satisfied with the                        company.**      * **❖       Worked as Customer Relationship Management @ OrisysIndia Technopark- April to September2021.**   **NBFC - Inside Sales**  **Making outbound calls or sending emails to potential customers to introduce the company and its products or services**  **Following up with leads and cultivating relationships with potential customers**  **Qualifying leads by gathering information about the customer's needs and budget**  **Presenting product or service information to potential customers and answering questions**  **Negotiating prices and closing sales deals over the phone or through email**  **Maintaining accurate records of sales activities and customer interactions**  **Collaborating with other sales team members and cross-functional teams to identify new sales opportunities**  **Staying up-to-date on industry trends and developments to better understand the needs of potential customers** | |  |

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| **Project** | |
| **❖         MULTI-MODAL BIOMETRICS IN ATM SECURITY SYSTEM**  **The aim of this project is to give a freedom to the user by changing the card to biometric security system to access the bank account using Advanced Encryption Technique**  **Duration: 6 months**  **Team Size:4 members** | |
| **Extra-Curricular Activities** |  |
| **Participation in internships or co-op programs**  **Participation in academic or professional conferences or workshops**  **Participation in competitive events or competitions, such as hackathons**  **Participation in sports or other physical activities, such as team sports** |  |
| * **✓       Achievements** |  |
| * **B Grade Certificate for National Service Scheme.** * **Individual champion in athletics at school level consistently.** * **Participated in regional level quiz competition, secured 2nd.** * **Certified in ASP.net, C#, Python, Django.** * **Can speak four languages(English, Hindi, Tamil, Malayalam).** |  |
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| **Personal Details** |  |
| * **Name                   : BL Blessan** * **Date of birth & age   :   5 APRIL 1992,  30** * **Sex                       : Male** * **Nationality                : Indian** * **Father’s name           : M Benze** * **Languages known     : English, Hindi, Malayalam, Tamil** * **Hobbies                     :   Football, Inshorts News Cooking, PC                                                                Gaming** |  |

**I hereby assure that the above furnished information is true to the best of my knowledge and belief.**

**Place: Trivandrum**

**Date:** C:\Users\BLESSAN\Pictures\20140727_155453-1_20140727165732727.jpg**17-12-2022**

**[B.L.Blessan]**