

Name: Mis. Gayatri Navnath Gend.

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CAREER OBJECTIVE

I want to create my image in organization, to use skills & knowledge acquired by me for realizing organizations goal & to implement the technologies.

EXPERIENCE

❖ Tech Mahindra

Associate Customer Support

1. Communicating with customers, making outbound calls.
 2. Identify customer questions, concerns, and overall needs .
 3. Provide accurate answers and solutions to customer queries.
 4. Explaining and demonstrating features of products and services.
 5. Staying informed about competing
 6. Answering potential customers' questions and sending additional information per email.
- For : Oct 2020 to March 2021(5 months)

❖ PTPL

Associate Customer Support

1. Answer incoming calls and emails in an efficient manner
 2. Identify customer questions, concerns, and overall needs
 3. Provide accurate answers and solutions to customer queries
 4. Address customer complaints in a compassionate and patient manner
 5. Redirect customers to appropriate teams and/or departments as needed
 6. Help sales team generate leads, identify potential leads and forward to sales reps
- From Apr 2019 to Apr 2020 (1 year)

EDUCATIONAL QUALIFICATION

❖ Stream- **E&TC Engineering.**

Exam	College/School	University/Board	Year	Percentage (%)
BE	SVERI'S Collage of engineering, Pandharpur	Solapur University	2019	69.01%
Diploma	Karmyogi poly Pandharpur.	MSBTE	2016	69.53%
SSC	Yashkirti Vidyalay pandharpur	Pune	2013	65.27%

TECHNICAL SKILLS

- ❖ C,C++
- ❖ MATLAB.
- ❖ MS-CIT Passed.
- ❖ Cold Calling

ABOUT PROJECT

❖ **FINAL PROJECT (BE)**

Title- Wideband MIMO antenna for Wi-Fi and LTE access point.

Designed antenna supports both Wi-Fi and LTE access point having

Having frequency range 2.4GHz & 2.6GHz.

❖ **FINAL PROJECT (DIPLOMA)**

Title-RF based metal detection robotic vehicle.

Self-design and this project is based on microcontroller and also RF model is used.

❖ **MINI PROJECT (DIPLOMA)**

Title- wind speed measurement

CO- CURRICULAR ACTIVITIES

- ❖ PPT & Seminar on MIMO Technology.
- ❖ Participated in Lan gaming competition arranged by ENTC dept. of Karmyogi Poly.
- ❖ **SECOND WINNER UP** in poster presentation in SVERI'S collage of engg.

STRENGTH

- ❖ Self motivative
- ❖ Quick learner
- ❖ Love to accept & Handle Responsibility.

HOBBIES

- ❖ Listing music
- ❖ Operate new technologies.
- ❖ Travelling

LANGUAGES KNOWN

- ❖ English.
- ❖ Hindi.
- ❖ Marathi.

PERSONAL DETAILS

- ❖ **Date of birth** : 10th Dec. 1997.
- ❖ **Mother's Name** : Mrs. Geeta .
- ❖ **Father's Name** : Mr. Navnath S .Gend.
- ❖ **Marital status** : Married.
- ❖ **Languages Known** : English, Hindi and Marathi
- ❖ **Country** : India

DECLARATION

I hereby declare that above mentioned information is true to the best of my knowledge and beliefs.

PLACE- PUNE

SIGNATURE

DATE-

(Gaytri.N.Gend)