**Rakesh Jain**

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**OBJECTIVE:** To obtain an on campus job for telephone interviewer/research assistant.

**EDUCATION**: **California State University, Fullerton January 2016-Dec2017** Masters in Computer Engineering   
**GPA-3.68**

**QUALIFICATIONS:**

* Good command over oral and written language with proof of high score in TOEFL exam.
* Ability to deliver a high level of accuracy in record keeping and data collection processes.
* Ability to take part in various scheduled training seminars.
* Having excellent time management skills along with organizational qualities and determined in accomplishing or exceeding set matters

**PROFESSIONAL WORK EXPERIENCE:**

* Worked as a Customer Service representative in IT industry for two years to handle complaints or queries regarding Connection/ Software/ Update related issues.
* Performed research on statistical data within the computer system by analyzing how many customers were satisfied, dissatisfied with the handling of the complaints lodged through a brief survey.
* Profound knowledge of computers and typing.
* Assigned the role of Project Manager for quantitative forecasting by using well developed structural approaches to obtain good forecasts.
* Respected a professional work environment by maintaining confidentiality of responses derived from individual participant.