

ALAKH SHRIVASTAVA

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Professional Summary

BTech in Computer Science graduate also a dynamic & result-oriented Assistant Service Manager with few months of experience leading successful team & driving profitable outcomes. Possesses solid technical skills in Java, Python, with keen interest in exploring new technologies. Seeking an entry-level position where I can learn, grow and make a positive impact.

Education

SHREE RAM GROUP OF COLLEGES, GWALIOR

BTech
2021-2024

BRIGHT CONVENT HIGHER SECONDARY SCHOOL, GWALIOR

12th
2017-2018

Experience

HYUNDAI MOTORS INDIA LTD.

Gwalior, M.P
May 2024 – Present

Assistant Service Manager

- Monitor service quality to maintain high customer satisfaction levels and uphold Hyundai's service standards.
- Supervise and mentor service advisors, technicians, and support staff to ensure efficient workflow and high productivity.
- Optimize resource allocation, including manpower and equipment, to achieve service delivery objectives cost-effectively.
- Maintain accurate service records and documentation, including warranty claims and customer service histories.
- Conduct quality inspections and audits to maintain service quality and adherence to regulatory requirements.

UBITECH SOLUTIONS PVT. LTD.

Gwalior, M.P
April 2022 - Sep 2022

Web Development Intern

- Continuously learn new technologies, frameworks, and tools relevant to web development through self-study and guidance from senior developers.
- Conduct testing of web applications to identify and fix bugs and ensure functionality across different browsers and devices.
- Assist in the design and development of responsive websites using HTML, CSS, JavaScript, and other front-end technologies.

Skills

Technical Skills

HTML, CSS, C, C++, JavaScript, Python, AWS, SaaS

Soft Skills

Communication, Collaborative, Leadership, Customer Service

Certifications/Courses

Full Stack Development

Edureka

