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| **Objective** |

To secure a challenging position where I can effectively contribute my skills, knowledge, education and experience with an opportunity for an upbeat career growth based on my merit and to promote the growth of the organization.

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| **Educational Qualifications** |

**SSLC: CAMPION ANGLO-INDIAN HIGHER SECONDARY SCHOOL** in **Trichy, India – 2005**

**Grade: 71%**

**Diploma in COMPUTER TECHNOLOGY, M.I.E.T Polytechnic College, Trichy, India – 2007**

**Grade**:   **FIRST CLASS with** **74%**

**ENGINEERING: INFORMATION TECHNOLOGY, CHETTINAD College of Engineering and Technology, India**

**Grade: 60%**

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| **Skill Sets** |

**Technical Skills:**

* Proficiency in **MS Office 2007- Word, Excel, PowerPoint** and **Outlook**.
* Majored on **C, C++, Java** and **Software support**.
* Attended **Oracle, Lotus, Android Development** & **Ethical Hacking** seminars and certifications.
* Handled Projects in the different fields like **MEDICAL** and **LABORATORY**

**Additional Skills:**

* Fluent in Business English (Written and Spoken).
* Languages which makes me comfortable **ENGLISH, TAMIL, HINDI, MALAYALAM.**
* Excellent Telephone and Email Etiquette.
* Leadership skills
* Presented National Level Swimming and also Presented State-Level Cricket which was both got held in CHENNAI.

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| **Projects Details** |

**Mini Projects:**

* **School Database Management Systems** (Furniture’s).
* **Sudoku Game**

**Main Project:**

* **Fingerprint Recognition System.**

DOMAIN:

**IMAGE PROCESSING.**

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| **Employment Details** |

**First Source Pvt.Ltd., Tiruchirapalli, Tamil Nadu(8 months)**

**Role Profile:** Customer Care Executive (BPO)

**DESCRPITION:**

* A VODAFONE Call Centre which is used for trouble shooting the network issues.
* Worked for both Chennai **PREPAID** and **POSTPAID** Customer support.

**Exigo Pvt. Ltd., Tiruchirapalli, Tamil Nadu(6 months)**

**Role Profile:** Customer Care Executive (BPO) linked with U.S process.

**DESCRPITION:**

* Provides answers to clients by identifying problems, researching answers, guiding client through corrective steps.
* Improves client references by writing and maintaining documentation.
* Participates in development of client training programs by identifying learning issues, recommending instructional language.
* Accommodates client disabilities by recommending devices and techniques.
* Avoids legal challenges by monitoring compliance with service agreements.
* Improves system performance by identifying problems, recommending changes.
* Updates job knowledge by participating and maintaining personal networks.
* Accomplishes information systems and organization mission by completing related results as needed.
* Worked for another process for the same US client agent and directly to the people to clear the **CREDIT CARD DEBT’S.**

**Hana Group (L.L.C)., Dubai, UAE (CURRENTLY WORKING)**

**Role Profile:** Project and Medical Engineer

**DESCRPITION:**

* Prepare, schedule, coordinate and monitor the assigned projects.
* Monitor compliance to applicable practices, QA/QC policies, performance standards and specifications.
* Interact daily with the clients to interpret their needs and requirements and represent them in the field
* Perform overall quality control of the work (budget, schedule, plans, personnel’s performance) and report regularly on project status
* Assign responsibilities and mentor project team
* Cooperate and communicate effectively with project manager and other project participants to provide assistance and technical support

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| **Award & Achievements** |

* Review engineering deliverables and initiate appropriate corrective actions.
* Attending an **INTERNATIONAL LEVEL SENIMAR** by my Company regarding **RECENT TRENDS IN NANO TECHNOLOGY.**
* Awarded as the **BEST PERFORMER** of the Month in my Company.
* Expert in **ADV. FILMS** and **EVENTS MANAGEMENTS.**
* AttendedPAPER PRESENTATION in **STATE** and **NATIONAL LEVEL** in College category.
* Represented **ANNA UNIVERSITY ZONAL LEVEL SWIMMING COMPETITION** and won the **INDIVIDUAL CHAMPIONSHIP** in **2012** with that represented UNIVERSITY also.
* Represented **TRCHY DISTRICT CRICKET ASSOCIATION TOURNAMENT** for UNDER- 13, 15, 17, 19, and 22. **Led my Team as a CAPTAIN** for UNDER- 15, 19, and 22.
* Represented **ANNA UNIVERSITY INTER ZONAL CRICKET TOURNAMENT** for my College and was in **UNIVERSITY PROBABLE** in 2012 and 2013.
* Represented **“C” rank** in **NAVY WING** in 2004.

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| **Personal Details** |

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| **Date of Birth /****Marital status** | February 26 1989 /Single |
| **Nationality** | **INDIAN** |
| **Work Experience** | Expertise in the area of Customer Support, training Soft Skills and Planning – coordination. |
| **Interests** | Swimming, Wildlife Photography, Basketball, Reading and surfing about inventions. |

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| **Languages Known** |

* ENGLISH Read Write Speak
* HINDI Read Write Speak
* TAMIL Read ---- Speak
* MALAYALAM ---- ---- Speak

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 **Gulfjobseeker.com CV No:** **1518822**