*Jayaraja*

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***PERSONAL PROFILE:***

To work in a progressive organization where my education, capabilities, creative ideas, professional and personal skills are best utilized along with the goal of organization. Hard work, determination and patience helped me to succeed in achieving my objectives.

***ACADEMIC EDUCATION:***

***2010-2014 B.E – Electronics and Communications VTU (Belguam) University India***

***2008-2010******PUC******G.P.U College Karnataka******Karnataka University India***

***2008******PUC******G.J College Karnataka Karnataka State Board India***

***CERTIFICATIONS:***

* **Android** - Successfully completed the certification program on Android Application Development conducted by Geeks lab Technologies Pvt. Ltd in October 2013 in Bangalore, India.

***UNIVERSITY PROJECT:***

***Feb 2014 – June 2014 at VTU University (Bangalore, India)***

***Subject:*****“ATM Terminal Design Based on Fingerprint Recognition for Blind”**

***Resource:*** Micro Processor 8056, Fingerprint Sensor, Transferring media.

***Duration:*** 4 months

**Description**: The main aim of this project is to design the ATM terminal based on the fingerprint recognition for blind. The purpose of this project is to increase the security that blind customer use the ATM machine. The goal of this project is to develop a complete system for fingerprint verification through extracting and matching minutiae since human fingerprints are rich in details called minutiae, which can be used as identification marks for fingerprint verification. An alignment-based elastic matching algorithm has been developed for minutiae matching. This algorithm is capable of finding the correspondences between input minutiae pattern and the stored template minutiae pattern without restoring to exhaustive search. Performance of the developed system is then evaluated on a database.

***EXPERIENCE:***

***Organization: Minacs India Pvt. Ltd. Bangalore***

***Duration: Oct 2016 – Till Date***

***Role: Customer Support Associative***

***Client: Apple (iTunes Store)***

* Managing customer’s account and troubleshoot the customer’s issues.
* Take appointment by taking chats and help them with the resolution.
* Analyze the customer’s needs and accordingly pitch for the resolutions needed.
* Taking care of issues regarding their accounts and the contents.
* Doing regular follow ups with customers.
* Sending emails on time, about the resolutions with customers.
* Handling maximum calls, meeting the customer’s expectations.

***Achievements:***

* Achieved targets by getting the maximum customer’s surveys on monthly basis.
* Was awarded as the Employee of the month for achieving highest CSAT and getting the best score overall.
* Won many goodies and recognition from the Team Manager for achieving targets on time under pressure.
* Top performer for the month of April 2016.

***Organization: Kclink Technlogies Pvt. Ltd-Bangalore, India Duration: Apr 2015 – Aug 2015***

***Role: IT Sales Associative***

***Client: IBM, ICS Etc.***

* Efficient and promising member in a team of 12 members.
* Worked as a Business Development Associative with the clients.
* Reporting to Team leader on monthly basis.
* Handling multiple clients and building good rapport with them.
* Handling a team where in managing the client’s queries.
* Maintaining updated plans and managing the informations.
* Improvising the efficiency of handling calls with new ideas.
* Having meetings with team leader and quality.
* Providing the best services to the IT clients.

***Organization: Mphasis –Bangalore, India***

***Duration: Oct 2014 – Feb 2015***

***Role: Customer Relationship Officer***

***Client: Airtel Postpaid***

* Handling customer’s queries through email and over a phone.
* Intimating customers in any network changes before executing.
* Planning and coordinating continual service improvement plan.
* Handling corresponding purchase orders in accordance with the plan.
* Meeting clients to upselling the service and marketing the plans of the company.
* After the service, get feedback of the job done by leader and update the monthly report.
* To support the Customer Service Manager by advising planned maintenance and how this would affect the supported customer.
* Coordinate with the Customer Service Manager and make changes in the reports according to customer requirements.

***COMPUTER SKILLS:***

* Operating systems: Windows 10, 2000, XP, Ubuntu.
* Software skills: Expert in MS Excel, Outlook, C programming language.

***PERSONAL INFORMATION:***

* **Date of Birth:** 10th Oct 1992
* **Linguistic Ability:** English, Hindi, Kannada, Tamil and Telugu
* **Hobbies:** Swimming, trekking, reading non-fiction books, religious books, learning about new technologies, playing cricket and football.
* [To contact this candidate click this link submit request with CV No](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)
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