**Resume**

**IZHARA.A**

E-mail: Zaara.a22@gmail.com

**Objectives:**

Looking forward to a career in an intellectually stimulating environment in the field of information technology that would give me an opportunity to use & enhance my skills, also providing scope for mutual value addition and growth.

**Professional Profile**:

A highly motivated personality having a good educational record, confident, familiar with computer application & having ability to work in a team.

**Professional Skill Set:**

* Strong knowledge in D C machines.
* Excellent in electrical drawing (CAED).
* Strong knowledge in transformers.
* Planning &Estimation

**Educational:-**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SPECIFICATION** | **INSTITUTION** | **BOARD** | **PASS OUT** | **AGGREGATE** |
| BE (Electrical & Electronics) | Cambridge Institute of Technology | VTU | 2013 | 58% |
| 12th (PCMB) | FlorencePU College | Karnataka PUC Board | 2007 | 64.33% |
|  10th Standard | B.M. English High School | Karnataka SSLC Board | 2005 | 85.88% |

**Projects Done:**

* Final year project done at “**Bangalore Metro Rail Corporation Limited”** **(BMRCL)** on stray current monitoring.

**Project Details:**

* **Stray Current Control in DC Mass Transit Systems**

Stray current control is essential in direct current (DC) mass transit systems where the rail insulation is not sufficient to prevent corrosion risk to the rails and third party infrastructure, hence stray current level is controlled by the use of floating return rails in which there is a stray current collection system used to control the path through which stray current returns to the substation negative bus and this can be done by increasing the conductivity of the stray current collection system or by reducing the soil resistivity surrounding the traction system.

Hence by controlling the stray current, rate of corrosion is reduced to the rails and other third party infrastructures.

**Experience:**

* Worked with “**Infosys BPO Ltd**” as “**Process Executive**“ from {April 2014 to April 2015}.

It’s an inbound customer service process for “BRITISH TELECOMMNICATIONS” where customers call in regards to Bill explanation, upgrading the services and in regards to technical issue with the services for telephone line and broadband.

* Worked as “**Assistant Trainee Engineer**-**Planning and Co-ordination” a**t “**Micron Electricals**” sister company (Savitha enterprises) from {May 2015 to September2015}.

It’s an Electrical Contracting and Electrical installation where I worked as assistant engineer for planning and co -ordination department where electrical planning (calculation of conduit ; calculation of meter of wires; no of dimming lights based on auto cad designs depending on various factors like Normal ceiling ; Fall ceiling and normal lights of dimming lights etc.

* Worked at “**Convergys India Pvt Ltd**” as “**Sales Associate I**” from {October 2015 September 2016}.

It’s an inbound customer service process for “**American Telecom and Telegraph**” where customer used to call in regards to the billing query, Payments, transaction details, technical issue with services like (telephone line, broadband, TV services), new services, online help and enquiring offers and contracts.

**Personality Traits & Strengths:**

* A positive attitude while handling crises situations.
* Possess Leadership Qualities.
* Hardworking & zeal to learn.
* Very good in inter-personal skills & team building.
* Enthusiastic, goal focused, friendly, team player, honest, & Gives commitment to learning & development.

**PERSONAL DETAILS**:

* Name : Izhara A
* Date of Birth : 22nd June 1988
* Sex : Female
* Languages Known : Englis & Hindi.
* Nationality : Indian

**Job Seeker First Name / CV No: 1836066**

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