

Email ID: [younus.314784@2freemail.com](mailto:younus.314784@2freemail.com)

**YOUNUS**

**CAREER OBJECTIVE**

To succeed in environment of growth and excellence and earn a job which provides me job satisfactions and self- development and help me achieve personal as well as organization goals.

**EXPERIENCE SUMMARY**

More than 3 years of experience in sales and customer service, worked in telecommunication, automobile and retail sectors.

**WORK EXPERIENCE**

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| **DESIGNATION** | **COMPANY** | **DURATION** |
| BUSINESS ASSOCIATE | Vertex Customer Solutions PVT Ltd | Feb 2015 – Till date |
| CRM EXECUTIVE  PERSON | MYTVS  (TVS Automobile Solutions Ltd) | June2014 – Jan 2015 |
| SALES EXECUTIVE PERSON | Intercraft Trading PVT LTD | April 2010 – Sep 2010 |

**Current Employer:** Vertex Customer Solutions PVT Ltd is dealing with several clients like airtel, Vodafone, reliance, MTS, First flight, Bharthi AXA Insurance etc.

**Job Role:**

• Responsible for Key Account – Airtel, major telecom service provider in India.

• Receiving the requests from customer over telephone for Airtel products.

• Responsible for fulfilling the request of airtel customers for their 3G, 4G and broadband service and assessing the feasibility based on the customer location.

• Responsible for business growth of 4G devices as per allotted target.

• Providing technical clarifications to customer on various products and recommending the Suitable products based on their requirements.

• Fixing appointment with local executive all over India with the customers for further plans.

• Maintaining the Team members in absence of team leader and giving proper knowledge for new joiners if they have some issue with the customers.

• Tabulating the data for the overall performance of the team and helping them to improve.

**Previous Employer:** TVS Automobile Solutions Ltd. provides car repair services in India. It offers battery jump starting, electrical and fuel related repair, spark plug replacement, brake/clutch adjustment services, emergency road assistance for mechanical and electrical breakdowns of ambulances, cabs, and winches; towing and legal coordination assistance; flatbed truck and emergency fuel delivery services; and vehicle key and cab assistance services.

**Job Role:**

• Responsible for attending customer calls and providing 24/7 Road Side Assistance for the reputed companies like Renualt, Nissian, Isuzu, ICICI etc under motor policy.

• Receiving the emergency requests from customer and registering in the CRM system (AVIYA Software).

• Coordinating with respective departments for providing on time services like proper mechanical assistance, towing assistance, cab assistance etc.

• Responsible for decision making on direct towing of vehicle or deputing technician to the spot.

• Assigning technicians and mechanics based on the location, nature of the service and competence.

• Receiving Invoices from the workshops and checking the same as per the contract before forwarding it to accounts department.

• Participating in the meeting with team leader for negotiating the contracts with workshops and recording the minutes of meeting.

• Handle the Processing of all orders with accuracy and timeliness

• Inform clients of unforeseen delays or problems

• Monitor the team’s progress, identify Shortcomings and propose improvement

**COMPUTER CERTIFICATION Holding Certification in following programs:**

* Diploma In Java (Java/J2EE, ORACLE, MySQL) from TTA (Talhunt Training Academy), Chennai, India
* AutoCAD 2007 from CSC Computer Education Institute, Chennai, India
* Embedded Systems- Sun Technology, Chennai, India

**EDUCATIONAL PROFILE**

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| --- | --- | --- | --- |
| **COURSE** | **INSTITUTION** | **UNIVERSITY/ BOARD** | **PERCENTAGE** |
| B.E  (Electronic Communication & Engineering)  (MAY 2014) | VKK VIJAYAN ENGINEERING COLLEGE | ANNA UNIVERSITY | **CGPA:** 7.0 |
| HSC  (MARCH 2010) | HINDU HIGHER SECONDARY SCHOOL | STATE BOARD | 62% |
| SSLC  (MARCH 2008) | IMMACULATE HEART OF MARY MATRIC SCHOOL | MATRICULATION | 74% |

**AREAS OF INTEREST**

 Automation and Robotics

 Database Management

 Team Working

 Procurement

**PERSONAL SKILLS**

 Good communication skills

 Easily Adaptable to New Environment

**EXTRA-CURRICULAR AND TRAININGS**

 Attended Workshop On **Robotics** Presented By **Robosapiens** For Two Days.

 Attended Workshop On **Aurdiono** Presented By **Simple Labs.**

 Attended Workshop On **Embedded system** Presented By **HCL (Career Development Centre)**

 Attended **In-Plant Training at AAI (Airport Authority Of India)** For 3 Days at Chennai Airport.

 Attended **In-Plant Training at LOCO Works (Southern Railways)** For 5 Days

**PROJECT WORK DURING STUDIES**

**Software**: MATLAB 2012a

**Input images**: MEDICAL IMAGES

**Segmentation Method Used**: K-Mean Algorithm & Fuzzy C Mean Algorithm

**Encryption Method Used**: Chaotic logic Method & ASE (Advanced Selective Encryption)

**“DETECTION OF BRAIN TUMOR USING SEGMENTATION BASED ENCRYPTION METHOD FOR MRI IMAGES”**

This project proposes the method to detect brain tumor in the MRI image and to secure the transmitted data (Medical Image) among the medical centers for telemedicine in the healthcare. In order to reduce the processing time needed to protect a medical image using AES with a higher level of security, a hybrid encryption is proposed, where AES is applied only for ROI in the medical image. The proposed method has a shorter processing time than applying AES for the whole medical image.

**“DESIGNING THE REGISTRATION PAGE FOR BRANDED VEHICLES FOR GENERAL SERVICE USING DREAMWEAVER”**

This project was done in the Training Academy Named **TTA (Talhunt Training Academy)** this helped me in java/j2EE, Oracle and MySQL .I was trained in creating a database, creating a registration form and coloring it and saving the data of the customers with hyperlink.

**PERSONAL DETAILS**

Name : Younus

Date of Birth : 01-10-1992

Gender : Male

Nationality : Indian

Languages Known : English, Hindi, Urdu & Tamil

Driving License : Holder of Light Motor vehicle in India

**Declaration:**

I hereby declare that the above details are true of my belief and knowledge.

Place**:** Chennai YOUNUS