

RESUME

Vineet Achipalya

Bldg. no. 2C-10, Tolaram Nagar Chs,
Chembur Colony, Mumbai 400074
E-mail: vinskumar6@gmail.com
Mobile no:9920725978



Professional Summary

To work in a challenging and dynamic environment and keep adding value to the organization that I represent and serve, while also simultaneously upgrading my skills and knowledge .

Work Experience

ExpertSource Global Services Pvt. Ltd (May 2022-sept 2022)
Customer Support Executive
(US shift Voice Process for online Flower and gift delivery)

- Responsible for answering customer calls and resolving the issues
- Listening carefully and accordingly providing resolution to the customer
- Documenting notes in the system while on call with the customer to support concerned department to work on the case
- Handled Refund processing to the customer 's account if required by getting necessary approval from supervisor.

Educational Qualification

- B.E-Computer Engineering from University of Mumbai – July 2021
 - Diploma in Computer Engineering from Maharashtra State Board of Technical Education – June 2017
 - SSC - Maharashtra State Board of Secondary and Higher Secondary Education Mumbai – March 2013
-

Technical Skills

- Languages : C, C++, Java
- Database Languages : My SQL, Oracle
- Operating Systems : Windows 7, Windows 10, Unix/Linux

Academic Project

- Title : Online Book Recommendation System
- Period : November 2020 to March 2021
- Description : A book recommendation system is a type of recommendation system where we have to recommend similar books to the reader based on his interest.
- Role : The books recommendation system is used by online Websites which provide e-books to online readers.

Computer Proficiency

- MS CIT Certificate Holder in Computers.

Strengths

- Highly dedicated towards my work
- Patience
- Adaptable
- Quick learner
- Good communication and presentation skills.

Hobbies

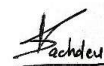
- Swimming, Listening Podcast and watching TV and online series.
- Active on Social Media and have a You Tube Channel – VINEET GAMING
- Casual player of cricket, Online Games.

Personal Details

Father's Name : DEEPAK SACHDEV
Mothers Name : SHARDA ACHIPALYA (NEE SACHDEV)
Date of Birth : 15-03- 1997
Gender : Male
Languages Known : Hindi, English, Sindhi, Marathi.
Nationality : INDIAN

Declaration

I hereby declare that the above mention information is correct to my knowledge.



(Vineet Achipalya)

Place: Mumbai

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