

RESUME

Gauri Ganesh Katta

Mobile: +91-8446371845

E-mail: gaurikatta0222@gmail.com

Career Objective:-

To work in an organization where I can use my skills and knowledge to deliver value added results that provides me job satisfaction and self development which help me achieve personal as well as organizational goals.

Career Summary:-

- 1.5 year working experience in non-voice based supporting the customer.
- Good knowledge of computer.
- Ability to grasp new things quickly.
- English, Hindi, Marathi communication skills.

Skills:-

- Strong communication skills (written and verbal).
- Good interpersonal skills with an ability to understand the customer's problem and solving them.
- Ability to communicate and make appropriate decisions in a concise manner

Employers:-

Working with Company Q Conneqt Business Solution Ltd form 9th Oct'18 to 29 Feb 2020

Responsibilities:

- Online chats and mail support to the customers.
- Identifying customer needs and pain point.
- Explaining any necessary silences in advance.
- Documenting any major problems customers are facing with the products in large numbers & reporting it to the concerned department.
- Training new employees and getting them productive quickly

Academic:-

- **BE** | P.E.S. Modern College of Engineering Pune | E&TC |
- Aggregate – 62.8 %
- **Diploma** | Cusrow Wadia Institute of Technology | E&TC | 2015
- Aggregate – 72.32 %
- **SSC** | Narayan Rao Genba Moze School, Pune | 2012 Aggregate – 86 %

CERTIFICATIONS

- **INTRODUCTION TO PYTHON PROGRAMMING:** Udemy, 23 December 2017
- **WORKSHOP ON SIMULINK:** IEEE PES MCOE, August 2017
- **Linux Training:** 9 March 2016
- **LEARN C FROM BASIC TO ADVANCE:** Udemy, 3 Feb 2018
- **WORKSHOP ON INTRODUCTION TO VERILOG AND ANALOG CMOS DESIGN:**
9 september 2017
- **MSCIT:** August 2012

EXTRA-CURRICULAR

- Participated in Spandan (Cultural Gathering) at PES MCOE, Pune in 2016.
- Participated in Dance Competition annual gathering(CWIT, Pune) in 2015
- Participated in robo soccer event at Sinhgad Institutes, Pune in 2016.

PROJECTS

FINAL YEAR | 2018

- **Traffic Monitoring System Using Rasberry Pi and Image Processing**
- In this project we developed a prototype which is used to detect the traffic rule violations and traffic congestion and provide solutions over ft. by using image processing and rasberry pf

THIRD YEAR MINI | May 2017

- **Home Automation Using PIC Microcontroller.**
Home Automation Project using Embedded System discuss about a profit and powerful solution for preserving electrical energy by optimizing electrical appliances such as lights, fans, tube light.

DIPLOMA | June 2015

Android Based Home Automation System

- This project presents the overall design of Home Automation System (HAS) with low
- cost and wireless system. This system is designed to assist and provide support in order
- to fulfil the needs of elderly and disabled in home. Also, these smart home concept in
- the system improves the standard living at home.

HOBBIES

- Dance
- Travelling
- Listening music

Personal Details:-

DOB: 22th Sep,1996

Languages known: English, Hindi, Marathi

Date :-

Place :-

(Gauri Ganesh Katta)