**P. PRAVEENKUMAR**

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**Objective**

To work in a competitive and challenging environment that provides opportunities for career growth and put a strong emphasis on my potential to learn and develop myself and the organization.

**Educational Qualification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Institution** | **Year** | **Percentage/ CGPA** |
| B.E (EEE) | Thangavelu Engineering College. | 2008-2013 | **6.9** |
| HSC | Savithri Ammal Oriental HSS, Chennai-4. | 2007-2008 | **70%** |
| SSLC | Savithri Ammal Oriental HSS, Chennai-4. | 2005-2006 | **85%** |

**PROFESSIONAL EXPERIENCE IN DETAIL**

**ORGANIZATION : Disprz Pvt Ltd.**

**DESINATION : SUPPORT ANALYST**

**PERIOD : 05-02-2019 -03-08-2019**

**RESPONSIBILITIES**

* Provide front-line primary technical support to end users on various technical issues and problems relating Programs, Skills, Modules.
* Will also be responsible for responding to documenting and resolving service tickets in a timely manner according to SLA.
* Have excellent problem solving skills in order to diagnose, evaluate and resolve complex problem situations, or when appropriate, escalate or route them to appropriate IT staff members.
* Provide exceptional customer service in person, via phone and email as appropriate.
* Resolve help desk issues including troubleshooting hardware and software issues
* Perform user administration duties
* **Support clients through Live modules and moderate their Live sessions.**
* **Escalate the issues to the concern department and make sure to resolve their queries.**

**ORGANIZATION** : **ANTARES MEDICAL SERVICES PVT LTD**

**DESIGNATION : AREA SALES MANAGER**

**PERIOD : 02-02-2017 – 31-05-2018.**

**RESPONSIBILITIES**

* **Maintaining and increasing sales of my company’s products.**
* **Reading the targets and goals set of my area**
* **Estabilishing, maintaining and expanding customer base.**
* **Servicing the needs of my existing customers.**
* **Allocating areas to Sales representatives**
* **Reporting to Senior Managers and Directors**
* **Keeping up to date with products and competitors**

**ORGANIZATION** : **SCHOOL GURU EDUSERVE PVT LTD**

**DESIGNATION : STUDENT SUPPORT**

**PERIOD : 16-09-2015 – 18-03-2016**

**RESPONSIBILITIES**

* To act as line manager for the designated student support officer
* Word processing – letters, agendas/minutes/reports (including exclusions)/policies, student reviews etc.
* Liaison with external agencies such as social services, behaviour support, ews, alternative education providers etc.
* Linking with lea concerning relevant sims data returns
* Contacting students and filing
* Overseeing the collating work for students “educated on-site” and act as link between student and organization .

**ORGANIZATION** : **CLINICAL AUTOMATION SERVICES PVT. LTD.**

**DESIGNATION : SALES EXECUTIVE**

**PERIOD : 05-05-2013 – 30-08-2015**

**RESPONSIBILITIES**

* Identifies Business Opportunities by identifying prospect and evaluating their position in the industry.
* Researching and Analysing Sales Options
* Generating new leads from new customers and keeping rapport with old clients.
* Selling the product with the prospects recommending the solution and developing relationship with the clients.

**ACADEMIC PROJECT**

**TITLE : Design of Intelligent Traffic Light Controller Using Embedded System**

**Abstract** : Present Traffic Light Controllers (TLC) are based on microcontroller and microprocessor. These TLC have limitations because it uses the pre-defined hardware, which is functioning according to the program that does not have the flexibility of modification on real time basis. To make traffic light controlling more efficient, we exploit the emergence of new technique called as "Intelligent traffic light controller".

**Technical Skills**

* AutoCAD
* CCNA (Hardware Networking)
* Microsoft Office (Word, Excel and PowerPoint)

**Achievements**

* Won school 2nd in 10th Std Board Exam.
* Represented as Leader in Scout during school days.
* Attended NATIONAL LEVEL TECHNICAL SYMPOSIUM in many colleges.

**Extra Curricular**

* Good knowledge in surfing social media network websites.
* Attended NATIONAL LEVEL TECHNICAL SYMPOSIUM in Tagore Engineering College.

**Personal Details**

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| --- | --- | --- |
| **Father’s Name** | : | Mr. PRAKASH CHAND.G(Late) |
| **Age & D.O.B** | : | 28 & 21/12/1989 |
| **Permanent address** | : | New No.: 27/14, New Street, Mylapore, Chennai 600 004. |
| **Nationality** | : | Indian |
| **Languages known** | : | Hindi, English, Tamil, Sanskrit. |

**Declaration :**

I hereby declare that all the given details above are true to the best of my knowledge and belief.

Place: Chennai

**P.Praveen Kumar**