Raju Thakur

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Current City: opposite house no. 286 saraswati vihar gurgaon

CAREER OBJECTIVE

"As a beginner in the field of Computer Science & Engineering, I strive to associate myself with an organization where I can utilize my skills in the best possible manner, which further gives me an opportunity to grow in my career journey while contributing to the development of the organization."

EXPERIENCE

IENERGIZER IT SERVICES PVT. LTD. (Gurgaon/Gurugram Haryana)
CSE (Customer Support Executive)

9 January 2023
7 February 2024

Flipkart (Indian e-commerce company)
CMB PROCESS L1
- ❖ Attending 100+ CMB Calls In a Day .
- ❖ Taking English & Hindi Calls .

Flipkart Inbound L1
- ❖ Handled Upto 80+ Calls in a day .
- ❖ Handeled O2D, Cachal RE , Cachal ARE.

Flipkart Outbond L2
- ❖ Solved Upto 60+ Cases in a Day.

10 August 2023
7 February 2024

Promoted to Aux Quality Analyst

- ❖ BAU Audits
- ❖ RCA Audits
- ❖ ACPT Audits
- ❖ Hygiene Audits
- ❖ DNE Audits
- ❖ Compliance Audits (Process Compliance and Non- Compliance)
- ❖ RLQ
- ❖ I Have Completed Aprox 35+ Audits per day and Aprox 35+ Advisers in my Span, also giving feedbacks to te Agnets Regardg for Fatals no Fatals And Also improved there Scores , And than I will move to as a **Process Compliance Auditer** than I will Audits Only Complance or Non Complace Calls .

01 April 2024
Current

Globiva (Gurgaon/Gurugram Haryana)
CSE (Customer Support Executive)
Make My Trip   (Travel Process)

SKILLS

Languages: Core Java.
Web Technologies: HTML, CSS.
Database: MySQL .
Development tools: Microsoft Visual Studio Code, MS-Office (Word, Excel, PowerPoint).

Interpersonal Skills: CRE, CCE, CSE, Customer Service, Customer Support, Sales & Marketing , QA.

ACADEMIC QUALIFICATIONS

QUALIFICATIONS	INSTITUTIONS	BOARD/UNIVERSITY	YEAR	Aggregate
B.Tech (Computer Science and Engineering)	**Rawal Institute of Technology & Engineering**	**Y.M.C.A university**	**2019 - 2024**	**pursuing**
Intermediate	**G.S.S. School chakkarpur**	**Haryana Board**	**2019**	**68%**
Highschool	**G.S.S. School chakkarpur**	**Haryana Board**	**2017**	**82%**

PROJECTS

Online Library Management System.
➢ Using **HTML, CSS, JavaScript, PHP** and **MySQL.**
➢ Which contains two Login :
➢ **Student** and **Admin**(Librarian) .
➢ There will be various features like :
➢ Searching of books , Issuing and returning books , Paying fine(if any) online , Librarian can read information about any member , Librarian can track the books issued by a particular student.

ACHIEVEMENTS

➢ **TCS iON Career Edge – Young Professional** Course Organized by **tcs iON Career Edge (TCS).**
➢ Build a **Face Recognition Application using Python** Organized by Online E-Learning Platform **Guvi.Com**
➢ **The Fundamentals of Digital Marketing** Organized by **Google Digital Unlocked.**
➢ Online Webinar Participation on **Microsoft SDE** Organized by Online E-Learning Platform **Lets Grow More.**
➢ **3** Times RNR winner Best Employe Award .