**Nivedita Sagar Gavali**

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+971 562328567 (UAE)

Near Abu Shagra Park, Sharjah, UAE

Passport No - T7998594

**Objective**

To obtain a position which gives opportunities to enhance learning's in Business support system and implementing the same will inspire to do best for self-career and organizational growth

**Summary**

* Have a working experience of 4 years as a Technical support Executive.
* Completed Bachelors of Engineering in Information Technology.
* Hands on experience in MS Excel and MS word and documentation, Hardware and software support, filing, preapring quotations, Emails and office related activities.

**Work Experience**

**◾️June 2018 to Feb 2020 (1.5 yrs)**

**Company Name: Mahalaxmi Automotive Pvt. Ltd., Pune**

**Designation:** CRE

**Details:** To capture the complaint and request of clients and provide appropriate solution according to concern department, to prepare the fastag and documentation.

**◾️Nov 2015 to March 2018 (2.5 yrs.)**

**Company Name: Tata Business Support Services (Conneqt), Pune**

**Designation:** Technical Support Executive

**Detail:** To accept the complaint and request of clients and to provide appropriate technical solution to rectify their problems. To plan for technician visit at client site for rectification of client’s issues. And to developed a report of work flow on daily basis.

**Educational Qualification**

* 2009-14: **BE** (**Information Technology**) from Pad. Dr. VVPCOE, Ahmednagar with Distinction.
* 2007-09: **HSC** from LDP College, Lasalgaon (Maharashtra Board) with First Class.
* 2005-07: **SSC** from Jijamata Kanya Vidyalay, Lasalgaon (Maharashtra Board) with Distinction.

**TE Project**

Visual Basic Project: Training & Placement Management System.

Java Project: E-COPS (Computerized online police Services).

**BE Project**

Title: Online Hotel Customer feedback system.

Domain: Data Mining.

Platform: JAVA.

Details: This system classifies the feedback of hotel customer as positive or negative. After taking the feedback, system will prepare a graph of feedback. So that the data represented in the feedback graph will be helpful for improving the hotel services and facilities.

**Technical Skills**

* Programming Languages: C, CPP and Basic Java.
* Database: Oracle and SQL.
* Software Handled: MS Excel, MS Word, Power Point , outlook,and Customized Software.

**Achievements**

* Awarded with “Extraordinary performance” award at Tata Business Support Services.
* Secured 3rd rank in BE Final year [Department].
* Secured First prize in Various Dance Competitions.

**Extra Curricular Activities**

* Worked as a Volunteer in National Level Technical Events.
* Working as a volunteer in ITESA Events.
* Participated in Various paper presentation Competitions.

**Personal Details**

**Date of Birth:** 23rd March 1992

**Local Address:** Near Abu Shagra Park, Sharjah, UAE

**Permanent Address:** Plot No.2, 116 Medhe mala, De olali Camp, Maharashtra 422401, India

**Marital Status:** Married

**Languages Known:** English, Hindi and Marathi

**Hobbies:** Dancing, Greeting crafting and Listening to music

**Declaration**

I hereby declare that the above mentioned information is true to the best of my knowledge.

**Date:**

**Place: (Nivedita S. Gavali)**