

PRATHAM NAGPAL

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EXPERIENCE

DATES FROM – JULY 2021 TO MAY 2022

CUSTOMER REPRESENTATIVE, CONCENTRIX, INDIA

- Handled customer complaints, provide appropriate solutions and alternatives within the time limits.
- Managed large amounts of incoming phone calls.
- Identified and assessed customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Generated sales leads.

PROJECTS/TRAINING

DATES FROM – JANUARY 2020 TO MARCH 2020

INDUSTRIAL TRAINING, KOTA SUPER THERMAL POWER STATION

- Inspected the assembly of bowl mill.
- Responsible to note down readings of coal which was being pulverized in bowl mill.
- Verified maintenance for every component of bowl mill to maintain green environment.

DATES FROM – JULY 2018 TO MAY 2019

MAJOR PROJECT, DESIGN AND DEVELOPMENT OF LIFT TO LIFT 10 KG LOAD

- Designed lift using Autocad.
- Calculated the design parts requirement using numerical ability
- Manufactured lift using welding, cutting, grinding and lathe machine

EDUCATION

DATES FROM – 2022 TO PRESENT

MASTERS OF MECHANICAL ENGINEERING, UNIVERSITY OF WOLLONGONG

- Major areas of studies: Project management and Integrating manufacturing system

DATES FROM – 2016-2020

BACHELORS OF MECHANICAL ENGINEERING, CHITKARA UNIVERSITY

- Major areas of studies: Production technology and designing of product
- Achieved overall 8.46 CGPA

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SKILL

- Successfully completed Google digital marketing course from google digital garage.
- Great knowledge of how to use Autocad.

ACTIVITIES

- Led a team of 15 members to provide hospitality at college event 'Rangrezz' at Chitkara University, India in 2018.
- Organised 'Indian Drone Racing League at Chitkara University, India in 2018.
- Participated in workshop organised on 'Make your first toy' at Chitkara University, India in 2017.

REFREES

Varun Kumar Thakur
Assistant manager
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(Team Leader)

Mohit Kumar
Customer representative
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(colleague at Concentrix)

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