

# CURRICULUM VITAE

## Ravi Shakyawar

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Address: Sonu jali work lohiya bazar lashkar Gwalior (M.P.)

### **OBJECTIVE: -**

To contribute good technical skills and strong commitment and work as a key player in a challenging and creative environment.

### **EDUCATIONAL QUALIFICATION: -**

Qualification	College/School	Board	Year
M.com	M.L.B Govt. College of Excellence, Gwalior (M.P)	JIWAJI University	2014
B.COM	M.L.B Govt. College of Excellence, Gwalior (M.P)	JIWAJI University	2012
12 <sup>th</sup>	Sant Thomas High Secondary School, Gwalior (M.P)	M.P Board	2009
10 <sup>th</sup>	Gurukul Convent High Secondary School, Gwalior (M.P)	M.P Board	2007

### **TECHNICAL KNOWLEDGE: -**

- Post-Graduation diploma in Computer Application (PGDCA) from Optima's College, Gwalior (M.P.)
- Advance Diploma in Computer Hardware & Mobile Repairing MITS College, Gwalior (M.P.)
- ITI Diploma In Electrician Trade Moren ITI From NCVT BHOPAL (M.P.)
- Office Assistant course From Bhart vidya Bhavan GICETIT Gwalior (M.P)
- Account Assistant course From Bhart vidya Bhavan GICETIT Gwalior (M.P)

### **WORK EXPERIENCE: -**

- Worked as an Associate Engineer, QA, mobile testing, ILBT modem simulation, handling logistics and Quality control service in A1QA Company (Nothing R), Gurugram
- Worked as an Services Manager in Prateek Mobile Gwalior M.P. (October-24 to December)
- Worked as an Center in charge, Desktop Support Engineer (oppo service center) MPCG Digital system Pvt Ltd. GWALIOR(M.P.) (2017 to 2023)
- Worked as a Center Coordinator Cum Service engineer in Trust Marketing , GWALIOR (M.P.) (2016 To 2017).

### **SOFT SKILLS:-**

- Punctuality, Team Work, Innovation, Positive Attitude, Multitasking, Social Skills, Responsibility, Problem Solving, and Listening

## **HARD SKILLS:-**

- **IT Troubleshooting, IT Support, MS Office, Software Handling, Accounting, Admin. (Office Assistant) (Service Engineer**

## **WORK RESPONSIBILITIES:-**

- To manage all **Technical Support For Desktops, Laptops And Network Systems, Including Hardware /Software Trouble Shooting, Installation And User Assistance.**
- To manage all **Online Works Related Queries.**
- Manage all the **Administration related** works on daily basis.
- Looking after day-to-day **office activities, record attendance.**
- Managing **Logistic Assistant, dispatch executive, courier coordination**
- To manage to dot **Customer Excellence and Customer Escalation Works.**
- To manage the **Inventory and Company Software (CRM and ICSM)**
- To manage Accounts also in **Accountant Post likes Bills Receivable, Bills Payable, Payouts of Employee and Collection of Fee etc.**
- To managing **TAT and CSAT products and services meet quality standards by testing, analyzing, and identifying issues before they reach the end-user**

## **ABOUT MYSELF: -**

- Positive attitude, Commitment, Self-motivation & Dedication being the prime assets.
- Strong Determination & Result Oriented efforts.

## **ACHIEVEMENTS: -**

- **Excellence knowledge in service Field Certificate 2018**
- **Efforts & Services customer during the ongoing Covid -19 Pandemic Certificate 2021**
- **Level 3 Exame Pass out Oppo India 2023**

## **HOBBIES: -**

- Listening to music and Travelling.
- Surfing on Net & Research Stuff that give Knowledge.

## **PERSONAL DETAILS: -**

<b>Father's Name</b>	Mr. Narayan Das shakya
<b>Mother's Name</b>	Mrs. Urmila shakya
<b>Date of Birth</b>	27-08-1990
<b>Marital Status</b>	Married
<b>Language Known</b>	Hindi & English
<b>Address</b>	Sonu Jali work Lohiya Bazar lashkar Gwalior (M.P.)

## **DECLARATION: -**

**I do hereby certify that the information provided above is true to the best of my knowledge and belief.**

**PLACE: GWALIOR  
DATE: 06/08/2025**

**Ravi Shakyawar**