

# AKASH H

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## EDUCATION

### Bachelor of Computer Applications

*St. Joseph's College, Cuddalore ( Annamalai University )*

- Course completed during *Jul 2021– May 2024*, with core subjects including Programming, Data Structures, Database Management Systems, and Web Development.
- CGPA : 7.97 / 10 ( 80% )

## PROFESSIONAL EXPERIENCE

### Customer Relationship Officer

*BankBazaar.com – Jul 2025 to Jan 2026*

- Engaged customers through system-generated outbound calls using a CRM-based auto-dialer.
- Managed end-to-end credit card processing from application initiation to KYC completion.
- Verified customer employment, income, and eligibility details as per credit guidelines.
- Suggested suitable financial products based on customer eligibility and stated requirements.
- Maintained accurate CRM records while following process, quality, and compliance standards.

### Billing Executive

*City Shopping Mall – Oct 2024 to Apr 2025*

- Handled system-based billing operations with responsibility for cash management.
- Gained experience in POS & Software Proficiency and Payment Handling.
- Demonstrated responsibility, punctuality, and communication skills.

## SKILLS

### *Professional & Functional Skills*

- Customer Communication & Relationship Management
- CRM Handling, Credit Processing, Customer Requirement Analysis
- Attention to Detail & Documentation and Team Coordination

### *Technical Skills*

- Programming: Java, C# (Foundational knowledge)
- Web: HTML, CSS, ASP.NET, Bootstrap
- Database: SQL Server (Basic queries)
- Tools: Visual Studio, Git (Beginner)

## PROJECT EXPERIENCE

### Knowledge Junction – Web-Based Quiz Application

- Designed and developed an interactive quiz platform with multiple categories to encourage learning and engagement.
- Implemented user login, registration, score tracking, and leaderboard features.
- Gained practical exposure to structured development, data handling, and application flow understanding.

Project Link : <https://myknowledgejunction.bsite.net>

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