

# Varun Gorawara

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EDUCATION			
Degree/Qualification	Institution	CGPA/Percentage	Year
MBA (Expected April 2020)	Indian Institute of Technology, Kanpur	-	2018-Present
B.Tech -Electronics & Communication	Jaypee Institute of Information Technology, Noida	80%	2012-16
HSC (12 <sup>th</sup> )	St. Marks Sr. Sec. Public School, New Delhi	87.6%	2011
SSC (10 <sup>th</sup> )	St. Marks Sr. Sec. Public School, New Delhi	90.4%	2009

WORK EXPERIENCE	
<b>RELIANCE COMMUNICATIONS (Enterprise)</b> <b>Assistant Manager</b>	<b>New Delhi</b> <b>June 16-Sep 17 14 months</b>
<ul style="list-style-type: none"><li>• <b>Service Assurance</b> I was involved in resolving customers queries, handling service issues, daily client requirements</li><li>• <b>Churn Management</b> Taking pro-active measures for the repeated issues of the customer with the network team to avoid churn and retain customer</li><li>• <b>Relationship Management</b> MIS report at the end of the month ,meeting the customer for feedback for the telecom services which we provided to the enterprises.(DIA,VPN, tollfree services)</li></ul>	

POSITIONS OF RESPONSIBILITY	
<b>RELIANCE COMMUNICATIONS</b>	<ul style="list-style-type: none"><li>▪ Acting Team Lead ;handled client requirements and issues for even large enterprises in absence of Senior Manager</li></ul>

CERTIFICATIONS	
<ul style="list-style-type: none"><li>• Training on the basics of MATLAB language, Simulink (integrated with MATLAB) and various toolboxes inside SIMULINK from CETPA INFOTECH PRIVATE Ltd</li></ul>	

ACADEMIC PROJECTS	
<b>JIIT,NOIDA</b>	<ul style="list-style-type: none"><li>• Different Digital Modulation Schemes and Studying Their Characteristics (constellation diagrams and bit error rates) (COMMUNICATION TOOLBOX)</li><li>• Study and Representation of Techniques to check Malicious User in a Cognitive Radio set up in Matlab</li></ul>

OTHER INTERESTS AND HOBBIES	
Cricket • Newspaper Reading (Public Policy)	