

Divakar N

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EDUCATION			
Degree/Qualification	Institution	CGPA/Percentage	Year
MBA (Expected April 2025)	Indian Institute of Technology, Kanpur	-	2023 - Present
B.Tech. (Aerospace Engineering)	Amrita Vishwa Vidyapeetham, Coimbatore	8.04	2017 - 2021
HSC (12 th)	Bharathi Matriculation Higher Secondary School, Coimbatore (TNSB)	97.5%	2017
SSC (10 th)	Bharathi Matriculation Higher Secondary School, Coimbatore (TNSB)	97.4%	2015

WORK EXPERIENCE	
Tata Consultancy Services Support Executive	Bengaluru July 2021 – July 2023 ▪ 24 Months
<ul style="list-style-type: none">▪ Worked as a contract employee for American Express in the Technical Account Management team.▪ Provided escalated support to partner banks all around the globe to resolve network and transaction-related issues.▪ Helped in aligning internal teams with requests from problem reporters to resolve issues that arise daily.▪ As an additional responsibility worked in ATM Production Support to assist with ATM transaction and settlement-related issues.▪ Worked with Partner Relationship Managers to understand partner concerns and resolve them.	

CERTIFICATION
<ul style="list-style-type: none">▪ 'Become a Product Manager Learn the Skills & Get the Job' by Udemy▪ 'HR Analytics using MS Excel for Human Resource Management' by Udemy▪ 'UAV Drone Design and Development' by ExpertsHub

ACADEMIC PROJECT	
Amrita Vishwa Vidyapeetham	<ul style="list-style-type: none">▪ Designed and reviewed airfoils using mathematical design methods for very low subsonic applications for B.Tech project (15 AES 499 - Project Phase II).

ACHIEVEMENTS	
Tata Consultancy Services	<ul style="list-style-type: none">▪ Received On the Spot Award for being accountable and assisting in avoiding escalations.

OTHER INTEREST AND HOBBIES
<ul style="list-style-type: none">▪ Sports ▪ Cinema ▪ Drawing ▪ Karate