Roja Ramani Vipparathi.  
 [rosasmiles4@gmail.com](mailto:rosasmiles4@gmail.com)

Nanaimo, BC, Canada. Ph -250-201-1007

**Professional summary**

An MBA degree from France, with work experience in IT services for more than 3 years. Avid learner of new skills, technologies and enthusiastically applying them in my career and life. Believer in team work, I quickly adapt to changes, face challenges and overcome them in work.

**Skills**

Microsoft Outlook, Word, Power point and Excel.   
Languages Visual Basic, SQL, ASP, C, C++, Testing Tools. Databases Oracle 8i

**Achievements**

Received “Associate of the month” award 3 times successively for June/ July / September 2017.

Total of 1895 contacts handled in the span of 3 months from July to September 2017.

Successfully completed lTIL (Information Technology Information library) foundation course in January 2017.

**Languages**

Fluent in French (C 1 level in speaking) English, Hindi, Tamil and Telugu.

**Work experience**

**Food Service Supervisor**

Wendy’s, Nanaimo, B.C. June 2020- Present.

Tim Horton’s, Campbell River, B.C. June 2018- June 2020

**IT Tech support** Bilingual (French/English) May 2016 – June 2018

Unisys Budapest Hungary

Role – IT user service support, Request management coordinator

* Providing technical support to customers via phone emails and chat registers
* Keeping track of every application and technical issues using BMC remedy tool.
* Handle service requests using the request fulfilment process.
* Handling web tickets management.
* Resolving customer issues in a clear, courteous and straightforward manner.

**Technical Trainer& programmer** October2005 – December 2007

Techno soft solutions Visakhapatnam Andhra Pradesh India

Role - Teach computer basics MS Office and software development.

* Conducted training classes and exams to clients.
* Prepared course materials on subjects.
* Assisted students, who required improvement in the subjects.

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**Internship experience**

**Online business assistant**  June 2009 – December 2009

Ozalit Quimper France

Role – E- Commerce development assistant.

* Formulated strategies to develop an online business
* Educated clients on potential benefits of going online.
* Assisted clients on doing business online.
* Increased client base of business.

**Assistant commercial** September 2008- May 2009

Armolux  Quimper France  
  
Role - Assistant in the commercial department

* Sourced the raw materials from various countries.
* Checked the quality of imported raw materials to ensure high quality of fabric.
* Saved costs by negotiating contracts with raw material and merchandise suppliers
* Took the stock of inventory and ordered the supplies to meet the production needs.
* Interacted with suppliers from Africa, Asia regarding materials and payments.

**Education**

MBA International Business February 2013 Ipag Ecole Superieure de Commerce www.ipag.fr Paris France

Diploma in French DELF A1, A2 level April 2011  
University de Brest (UBO), Institute de Management Europe – Asie. Quimper France

Masters in Pre-MBA January 2009  
ISUGA (EMBA) Institute de Management Europe – Asie. www.isuga.fr Quimper France

Bachelors of Commerce (B. Com) April 2000  
Andhra University Vizag India

**Certificates**

Unisys Managed services center, MSC induction Training June 2016

**Hobbies**- Yoga, Méditation and Travelling.