

The great indian hero



Name.

Mobile No. +91Email : Job ObjectiveTeam Lead assignments in IT Operations with a technology-driven organization of repute. Brief Overview? Over Four years of professional experience in IT Operations, Client Servicing, Team Handling and Technical support.

? Proficient at providing value added customer service by resolving their issues & ensuring their satisfaction within service norms.? Excellent communication & Team Management skills with ability to handle diverse tasks and effectively perform under pressure.? Extensive experience in preparing & compiling various management reports pertaining to process and productivity. Organizational ExperienceXXX Technologies Pvt LtdSite: Services Ltd. From 26th Feb 2006 ??“ till dateRole: Team LeaderResponsibilities ??? Managing the entire IT Operations of Corporate Office ??? Monitoring of pending Calls & try to close that call within define timeline. ??? MOM Preparation after meeting with customer on any issue ??? RCA Preparation & discussion with customer for any escalated call ??? Preparing Engineer Productivity Report. ??? Highlights of the Month.

??? Daily/ Weekly Monthly Report sharing with customer ??? Discuss daily issues, Tickets with Engg. to reduce repeated issues. ??? Be able to identify opportunity for, and implement process improvements.? ??? Documented the details for all the applications, their general errors and its solution. ??? Attended regular operational service and change review meetings internally. ??? Planning and maintaining shift roster. ??? Checking Engineers attendance.

T. B. S. College, Role: Faculty Oct 2003 - Feb 2006 SINGHAL PESTICIDES Role:
System Administrator July 01 to Oct 03 Job Profile: In the organization I worked
as System Administrator. My major work was to control all the activities
related to automation of the organization.

Major work during my tenure is the implementation of ERP in the concern.
This ERP was designed in Oracle and D2K by the vendor. My role was to
collect all related information from various departments and forward it to the
developers in proper manner. After receiving the modules, testing of them is
also the part of my role. Giving the training to the concerned employee is
covered under my duty.

Professional Qualification ??? Master of Computer Management (MCM) ???
Perusing CLP (Certified Lotus Notes Professional) Educational Qualification ???
Graduation From XXX University Computing Skill ??? Operating System: Win-
95/98, Win-NT4. 0, Win2000, Win XP. ??? Software : MS-Office 97, Office XP,
Office 2003. ??? Hardware: IBM PC Compatibles (HP, COMPAQ, HCL, DELL
and assembled also), UTP Cabling, Deskjet & Network printers.

??? Messaging Software : Lotus Notes & Microsoft Outlook, Outlook Express.

Personal Details Date of Birth: 16th Feb, Sex: Male Marital Status: Single

Nationality: Indian