

**Swathi**

Email: [swathi.113078@2freemail.com](mailto:swathi.113078@2freemail.com)

Burjuman, Dubai

A self-managed and result-oriented Engineer with 3+ experience in IT Application/ Networking/

Business Intelligence/ IT security Infrastructure/ Multi-level sales growth / Sales Training and Team Leadership

Negotiating and Closing Deals / Customer Service Deliverywith proven ability to identify business opportunities & provide the management and technical expertise.

**------------------------------------------**PROFESSIONAL EXPERIENCE**------------------------------**

# AST architectural Drawing Services, Dubai (31stAugust 2017- 24thApril 2018)

# Designation: CAD Administration Coordinator

* To control team of CAD operators, Operator Fleet and maintain their rooster rolls.
* CAD deployment
* Coordinating with clients, finding out new clients, preparation of quotations, proposals, agreements.
* Arranging and conducting CAD interviews, training and induction to the newly recruited staff
* Working with the prospect database to develop prospects into qualified leads, by coordinating with sales team.
* Primarily handling outbound telemarketing, coordinating with email across all client and sales channels

# Etisalat UAE, Dubai (12th July 2015 – 24th July 2017)

# Designation: Officer Support & Coordination

As Direct sales:

Listening, Customer Service, Meeting Sales Goals, Selling to Customer Needs, Product Knowledge, People Skills, Energy Level, Dependability, General Math Skills, Verbal Communication, Job Knowledge

* Welcomes customers by greeting them; offering them assistance
* Advises customers by providing information on products.
* Helps customer make selections by building customer confidence; offering suggestions and opinions.
* Serves customers by helping them select product
* Documents sale by creating or updating customer profile records.
* Processes payments by totaling purchases; processing checks, cash, and store or other credit cards.
* Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
* Contributes to team effort by accomplishing related results as needed.

As Customer Relationship Manager:

* Deal directly with customers either by telephone , electronically or face to face, explaining to customers the exact way a product or service will be benefit to them.
* Preparing, presenting and demonstrating products to prospective customers.
* Handle and resolve customer complaints
* Set up new customer accounts, process orders, forms, application and request.
* Keep record of customer interactions and transactions, details of inquiries, comments and complaints
* Follow up customer interactions
* Prepare and distribute customer activity reports
* Communicate and coordinate with internal departments
* Excellent communication skills with the ability to remain calm under pressure

# iBall India, Mumbai (10th August 2014 –15th June2015)

# Designation: Network Engineer

* Provided functional and technical support, troubleshooting and diagnosing hardware and software problems
* Deploy and configuring PCs, Workstations and Laptop. Communicating customer needs to engineering technicians**.**
* Installation of Data cards and testing the compatibility with operating platforms like Windows, iOS, Vista, XP, Linux and ubuntu through call and email support.
* Provided the Remote support using following software Team Viewer, VNC, Ammy etc
* Working on Enhanced Security Features like DHCP, Port Security, IP addressing schemes for security cameras
* Taking training sessions of new employees.

# -----------------------------------ACADEMICS-----------------------------------

**Bachelor of Engineering in Electronics and telecommunication** from Theem, Boisar, Mumbai University, India (2014) with 7.6 CGPA

**Summer Internship Project:**

# TAPS- Nuclear Power Corporation of India (17th June 2013—30th June 2013) Designation: Vocational Trainee

Intern in IT & Communication Section Tarapur Atomic Power Station 3&4, Boisar,

Learn about the working of VSAT, BTS installations, Control Room of the Plant by working in the simulation Center. Study and Create project on working of the Nuclear Plant

**---------------------------------** PROFESSIONAL SKILLS**-----------------------**

Office 365/ Active Directory/ Core java / HTML / CSS

Networking/ Optical Fiber Technology/ Technical Support

Attended Industry Oriented Workshop on ‘Robotics’, Scilab & Latex held by IIT-B (Indian Institute of Technology -Bombay).

# ----------------------------------- ACHIEVEMENTS -----------------------------------

Stood 2ND in College in B.E Electronics and telecommunication in Theem College of Engineering. Active participation in Technical Paper Presentation, Technical Poster Painting, T shirt Painting, Best Out of Waste, Badminton

Technical Event Head in Promethean-2013

**------------------------------**PERSONAL DETAILS **-----------------------------------**

Date of Birth : 12th July 1992

Sex : Female

Nationality : Indian

Languages :English, Hindi, Marathi, Malayalam, Tamil

**------------------------------**DECLARATION**------------------------------**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear responsibility for the correctness of the above mentioned particulars.