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Work experience



Tata Consultancy Services Pvt Ltd. (TCS) October 2011 — October 2014

Sr. IT Support Executive - Escalations ( Volkswagen corporate IT support desk)

**Key Task:**

Handling escalations raised by the dealership from all over the country related to application support provided by the brand (Volkswagen group sales India Pvt Ltd.).

**Applications Handled:-**

DMS (Dealer management system)



SERVICE NOW:(Ticketing Tool)



BTAC-BOX (Electronic fault diagnosing device)



ELSA PRO (Labor Catalogue)



ETKA (Parts Catalogue)



SAGA ( Warranty/Claims)



DISS (Warranty job related escalation ticketing tool)



AMS (Accessory management system for brand Audi & Volkswagen)



PLAMS (Accessory management system for brand Porsche & Lamborghini)



PPN (Porsche partner network)



AUTO BIZ (Application that maintains sales history of the vehicle)



**Extra Responsibilities :-**

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Handling the team when asked and required by the project leader. Training new joiners on above mentioned applications.

Detail monthly analyzing of tickets/instances handled by the support desk and preparing reports for the client (Volkswagen).



Working together with the incident manager to identify repeated issues and problems faced by the dealer and getting permanent resolution for the same.



Taking up repeated issues/ problems and discussing it with the application owner on weekly basis to minimize the cause of effect.



**Achievements:**

Received appreciation from the entire onsite management of TCS and Volkswagen for the knowledge transfer taken from the previous service provider over BTAC- BOX (Electronic fault diagnosing device).

Received appreciations from Project Leads, Application lead and client for well handling of high profile dealers and customers**.**



Received appreciations for streamlining invoicing issues from dealerships.



Received appreciations from TCS and Volkswagen top management for preparing SOP's on above mentioned applications at the time of transition and updating the same on timely manner.



Received best performance rating in the last appraisal conducted for the year 2013-2014.



World Network solutions WNS Pvt Ltd. November 2007 — October 2011

Sr. Customer Service Executive

Was working as Sr. Customer Service Executive in an U.S project for brand AVON.

Handling Escalations calls for AVON representatives.

Training new joiners and preparing reports on AHT (average call handling time)

**Achievements :-**

Have been named as star of the month various time for excellence performance exhibited in AHT.

Trac Mail India Pvt. Ltd. August 2006 — Nov 2007

Sr Collections Executive

Job Profile :

Was working as Sr. Collections Executive in an U.S project for brand American Express (Credit Card).



Used to collect passed due amount and balance in full or settling down the accounts on which dormant judgement were passed by the court of law.



**Achievements:**

Was named collector of the month several times for collecting balance in full on dormant accounts.

MetLife India insurance March 2004 — August 2006

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Sr. Customer Sales Executive

Was working as Sr. Sales Executive for brand Met life India Insurance.

Responsible for selling various family insurance plan over the phone.

**Achievements :-**

Have won gold silver and bronze shield as token of appreciation numerous time for best sales of the month.

Qualifications



Completed Higher Secondary Education in the year 2004 from Mumbai University (India).

**Computer Skills:**

Windows 8, Microsoft Outlook, MS Access, Dos, Excel, Word, PowerPoint,PageMaker, Photoshop

Interests



Playing Hockey, Cricket, Soccer, Play Station,Reading etc.

Watching Movies

References



References available upon request

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