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**OBJECTIVE**

* To be a professional in IT industry and serve it through my exceptional knowledge of computers. Seeking quality environment where my knowledge and experience can be shared and enriched
* Excellent sales, organizational and administration skills, with experience in dealing with high level customers and soaring workload within strict deadlines

**EDUCATIONAL QUALIFICATION**

* B-TECH from Mahaveer Institute of Science And Technology - 2009
* Intermediate From Nalanda Junior College- Dilsukhnagar - 2005
* Tenth from Kendriya Vidhyalaya-Shivrampally - 2003

**TECHNICAL KNOWLEDGE**

Operating Systems: MS DOS 6.22, Macintosh, Windows ’98, 2000, XP, Vista,Windows7 and Windows8

Others: MS Office 2003, 2010

Software: OS- XP, Vista, Windows 7

Software’s and applications including antivirus and third party software along with all the software’s inbuilt in the operating systems mentioned above.

Hardware: HP, Compaq and Dell Notebooks /desktops, Hubs; switches; Routers, Firewall; Ethernet cabling, HP Inkjet/Laser Printers, Optical and Magnetic Drive Installation, Scanners, Imaging Equipment

**PROFESSIONAL EXPERIENCE**

**Reputed Firm, HYDERABAD, A.P., INDIA – 2013 – 2014**

Team leader

* Responsible for work force management of over 25 agents
* Delegate duties and responsibilities to the agents and prepare them to be future mentors
* Conduct timely reviews to ensure completion of work assigned, completion of daily reports and trackers
* Prepare and maintain all necessary reports
* Analyze various monthly reports; prepare performance improvement plans
* Prepare and submit daily, weekly and monthly reports to Sr. Management
* Conduct frequent team huddles to discuss process related issues, find solutions, share best practices, address agent concerns and plan strategies to drive performance and overall business
* Conduct periodic Process Refresher Trainings
* Collate staff overtime and submit to HR for processing
* Handle IT issues and find immediate solutions
* Screen various candidates for recruitment

**Reputed Firm, DUBAI, U.A.E – 2012 to 2013**

Call Centre Advisor

* Support DU sim cards activation process
* Assist the dealers in activating the DU sim cards
* Maintain high levels of customer focus whilst working within the company’s guidelines and exceeding customer expectations
* Handle escalated customer complaints
* Ensure all customer queries are handled and complaints resolved within the agreed timeframe as per the company’s guidelines
* Deal with the customer’s queries and gather the details accurately for sim card activation
* Completion of the forms that were missed by the dealers
* Provide full support to the dealers/customers regarding the current offers from AXIOM
* Outstanding performance in the team throughout my tenure
* Flexible to any shift depending on the requirement
* Mentor and develop new recruits to bring them in-line with company standards

**Reputed Firm., HYDERABAD, INDIA – 2010 to 2012**

Services Support Representative - 2

Sr. Technical Support Engineer

Project name – NEC-7 Eleven

* Responsible for providing the first-line of post-sales telephone technical support of hardware and systems
* Answers basic questions about installation, operation, configuration, customization, and usage of assigned products
* Providing basic diagnostic techniques to identify problems investigate causes and recommend solutions to correct common failures sub-systems and/or applications for employees
* Escalating complex problems to the Remote Support Engineering staff or Field Engineering
* Providing technical support for internal and external customers
* Escalating complex problems to higher level of expertise within organization
* Setting up new PC’s including Installation of OS
* Configuring outlook, antivirus and all applications
* Preparing the weekly and monthly report and sending it to the manager
* Remotely logging in the store server and assisted in troubleshooting problems relating to Operating System (Windows 2003 server) issues, checking error logs to isolate the hardware issues of the server. Editing MAC address to the DHCP table, User rights and permission, disabling and enabling accounts, file and folder permissions and configuring security templates as per need
* Deploying the Software’s remotely
* Troubleshooting of network and other networking devices such as Hub, Switch, WAP, switch and the Router
* Re-imaging of the point of sale computers, and other wireless devices running on windows OS
* Network Connectivity, TCP/IP configuration, upgrades and store software products.
* Performed upgrades, installation of software drivers, essential store equipment and server troubleshooting
* Installed logical printers on a print server and preparing print server to host clients.
* Carried out training programs for the new joiners

**Reputed Firm, HYDERABAD, INDIA – 2009 to 2010**

Customer Care and Sales Agent

Process name: HP-kv (Deals with the Laptops)

* To provide first line of support for customer service, technical support and then make sales
* To provide technical assistance to the customers having queries about the Laptop
* Providing information about the HP products to the new customers
* Handle calls and interact with the customers all over USA and Canada
* Maintaining the average handle time and resolve queries and make sales
* Sell Products of HP that includes laptops, printers, internal and external parts
* Handle the IRATE customers patiently and resolve the issue
* Worked in Flexible shifts and managed the work efficiently
* Extend the office hours and help my team members to complete their target and contribute towards team performance
* Answers basic questions about installation, operation, configuration, customization, and usage of assigned products
* Providing basic diagnostic techniques to identify problems and investigate causes and recommend solutions to correct common failures sub-systems and/or applications for employees
* Escalating complex problems to the Remote Support Engineering staff or Field Engineering

**Achievements:-**

* Attained the recognition for getting the Maximum number of C-Sat’s within a month
* Appreciation mail directly from the head of the company for my outstanding performance
* Made sure that my metrics were always green