**Gulfjobseeker.com CV No:** **1356486**

**Mobile +**971505905010 / +971504753686

To get contact details of this candidates

Submit request through Feedback Link

<http://www.gulfjobseeker.com/feedback/submit_fb.php>

**Objective**

To obtain a challenging position in a dynamic origination and be an integral part of growth oriented company. To utilize and grow my analytical, research and technical skills in systems administration.

**Personality**

* Well organized self-starter with proven capacity to learn and apply new knowledge quickly
* Strong belief that everything is possible through hard work and positive attitude.
* Proven ability to work efficiently in both independent and team work environments.
* Energetic and self-motivated
* Over 3 years of industrial experience in Microsoft windows platform.
* Good technical skills & troubleshooting skills.
* Reputation for effective interpersonal and communication skills

**Profile & Strengths**

* Good knowledge of Excel and Word
* Can work together as a team.
* Ability to sustain the trust & faith entrusted upon me.
* Able to learn things faster.
* Helping nature and sharing knowledge with others.

**Computer Skills**

Client: - Windows 2000, Professional, XP, windows 7)

Applications: - MS Office, 2007

**Professional Experience.**

|  |  |  |
| --- | --- | --- |
| **Company** | **Designation** | **Period** |
| SHREE NET FAST CAFE | Technical support Eng. | Apr 2008 - 2009 |
| First Source Solutions Ltd | Customer care executive | Jun 2009 – Nov 2009 |
| Vertigo Bpo Pvt Ltd | Sr. CSR/Sales | Dec 2009 – 2014 |
| Respondez Pvt Ltd Navi Mumbai | Sr. Customer Service Representative | 2014 till date |

**SHREE NET FAST CAFE:**

* Assembling of Pc’s
* Installation & Troubleshooting of Software’s & Hardware Devices
* Installation &Troubleshooting of Operating system
* Configuration of Ads, DNS, Wins, IIS, Profile
* Installing and updating Hardware and Software’s.
* AMC contract

**First Source Solutions Ltd – Mumbai:**

* Worked as customer care executive for process “Airtel Dth Service”
* Escalation of customer issues with different levels of support.
* Handling customer queries
* Customer complaint Solving
* Customer survey/feedback

**VERTIGO BPO – MUMBAI:**

* Worked as Sr. customer care executive
* Escalation of customer issues with different levels of support.
* Taking Remote Access Of client Desktop And Resolving/Updating & troubleshooting Issues on System
* Selling Antivirus and updating software versions.
* Handling customer queries
* Customer complaint Solving
* Customer survey/feedback

**Academic:**

Diploma in BTEC HNC in aviation, Hospitality and Travel Management

Diploma in Aviation Hospitality & Travel Management- Frankfinn Institute of Air Hostess Training, Mumbai

Air Travel Management

Air Travel Reservations and Ticketing

Hotel Management- hospitality& Reservation

Hotel Management-Food & Beverage Operation

Galileo CRS Advanced

APPEARED IATA FOUNATION DIPLOMA “RTWA MUMBAI”

HARDWARE SOFTWARE ENGINEERING DIPLOMA “GRAND COMPUTERS MUMBAI”

H.S.C – Mumbai University in March 2008 – Mumbai

**Languages Known:**

English, Hindi, Marathi

**Personal Details:**

Date of Birth: 24th November, 1987

Marital Status: Single

Nationality: Indian