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**Objective**

To obtain challenging position with a growth oriented organization that utilizes my experience and allows me to expand upon my knowledge there by providing space for personal and professional growth. To work the best of my abilities and to be an asset to my employers

**CApabilities**

 Have the ability to work individually or as a team member relevant to the work situations, ability to learn new ideas and techniques quickly, a visionary capacity for quick analysis of problems, finding solutions and decision-making, an ambition to achieve more efficiency in any work in which involved.

## Professional Summary

Professional Summary

6 years BPO technical process industry, engaged in both client-facing and technical roles, using internal troubleshooting tools

Led teams of up to 19 technicians under technical support specialist for consumer laptops and desktops.

3.5 years experience in providing technical support to Dell consumer laptops and desktops

2 years experience providing technical support to HP consumer laptops and desktops

2 Years experience under technical support to business to business Microsoft office 365 customers exchange online cloud services

## Technical Skills Summary

|  |  |
| --- | --- |
| **Platforms:**  | Windows vista / 7/2008 R2 / 2012 |
| **Server / Web:**  | [Apache](http://projects.apache.org/projects/http_server.html), Exchange server 2007 2010 2013CMS ( [WordPress](http://wordpress.org/) / [Drupal](https://drupal.org/)/ PHPfox / Boonex Dolphin) |
| **Client Applictions:** | MS Excel / Word / powerpoint |

**WORK Experience**

**CURRENTLY WORKING WITH ABU DHABI ISLAMIC BANK FROM 28 SEPT’14 TILL NOW**

Sutherland Global Services Pvt. Ltd.

**Description:**Providing technical Support to existing Dell customers.

Period: **1/12**/2010 **Till May** 2014

**Responsibilities:**

Internal Hardware and software troubleshooting to Operating System and OEM level softwares. Hardware troubleshooting limited to testing of the Hardware and determining if any issues, concluding to the replacement of particular hardware component. Software troubleshooting to the core level of finding the emergence of the problem, issue resolution and assuring future reoccurrence of the problem. Resolution of the issues in a given amount of time and providing customer experience.

Recently being promoted as data analyzer (16th Sep onwards). Job profile includes checking all issue troubleshot by representatives and correcting the procedural faults done by them, providing them with appropriate coaching and training when required and maintaining the level of service on a site.

2nd promotion achieved as Citrix tool administrator,(29th Sep) Job profile includes handling all IDs database for all the new hired representatives’ as well as tenured representatives. Making citrix IDs , resetting passwords , generating New system IDs. Managing tool downtime forecast.

Designing process based training material for candidates, related to system based technical troubleshooting on hardware and software based platform. Easy to understand simple to follow strategies oriented to get positive result

**Sales Officer Credit card sales RAK Bank**

**UAE (Oct 2009 – Sep 2010)**

**Territory Handled :**UAE

**Job Responsibility :**

* Generating leads through cold calling and references.
* Planning and Achieving targets for the month on weekly basis.
* Keeping track of competitors product and documentation required for the same.
* Updating marketing related databases
* Visiting Local market
* Making various reports and presentations

STREAM GLOBAL SERVICES LTD.

Designation: - Technical Agent
Period: - JUNE 07 TO SEPTEMBER 09

Job profile: - Provided first-level technical support for Hewlett Packard laptops supporting consumers throughout the U.S. and overseas. Troubleshot hardware, software and connectivity issues for a mixed, Windows XP , win 7 and win 8 environment. Challenged to provide timely resolutions to support mission-critical application users. Achieved the highest levels of productivity, handling over 140 calls per week and averaging 20 + calls daily. Earned solid reputation for resolving complex issues and providing exceptional customer service

## Wipro BPO India >> AUGUST 05 TO APRIL 07

Technical Consultant

* Microsoft Exchange online server. Work profile includes troubleshooting over Microsoft hosted email technology as a service. Additional training attended for deploying active directory services for windows server operating system, managing active directory objects. Deploying and managing Microsoft Exchange server and on-premises Dir-sync deployment and management for active directory object synchronization. Versions deployed exchange server 2003, 2007 2010. Good hands on scope on power-shell commands and create scripts for office 365 exchange online on requirement basis.
* Troubleshooting Autodiscover issues with respect to client as well as server specific. Configure Autodiscover URL for hybrid servers and cloud based users.
* Design and deploy Custom RBAC roles using GUI as well as PowerShell scripts.
* Email migration with Staged, cut over and Hybrid approaches.Exchange Online Configuration and Email migration.
* Responsibilities include providing technical telephonic support to clients for Microsoft Exchange 2003 – 2013, Exchange Online.
* Helping the customer by fixing the client connectivity issues like with Outlook Web Access or with Microsoft Outlook 2007/2010/2013
* Assisting customers in fixing issues related to Exchange ActiveSync with Windows Mobile and iPhone
* Migrating on-premises mailboxes to exchange online

**academic qualification**

1. Bachelor in Commerce, Mumbai University -.(2005)
2. High Secondary schooling from Maharashtra Board - .(2002)
3. Secondary schooling from Maharashtra Board -.(2000)

**langauges known**

* English, Hindi, Urdu& Marathi Fluent (written & spoken)

**skills**

* Excellent time management and multi-tasking
* Proficient with Microsoft Word, Excel and PowerPoint
* Work well in a team environment
* Able to work under pressure and meet deadlines
* Excellent attention to detail
* Written and verbally communications skills and
* Can build good relationships with a wide range of personalities

**personal information**

Birth Date 10/11/1984

Gender Male