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| **CURRICULUM VITAE**  **First Name of Application CV No 1650306**  Whatsapp Mobile: +971504753686  New_logo.gif  To get contact details of this candidate Purchase our CV Database Access on this link.  <http://www.gulfjobseeker.com/employer/services/buycvdatabase.php>  **Objective**  To join a progressive organization where I can make contribution to the organizational objectives, by putting in my hard work, enthusiasm and honesty and setting the standards that increases the expectations of organization.  **Skills**   * QAD MFG/PRO Applications * **QAD Enterprise Asset Management** * **QAD Supplier Portal Application** * Progress 4GL, * LINUX, * **Qxtend,**   **Professional Experience**  **QAD India Pvt Limited : Working as QAD ERP Support Analyst since May’ 2011 for m**ulti million Dollar Company which sells integrated business ERP software for manufacturing companies.  Currently having more than 4.5 years of experience techno-functional experience on **QAD Enterprise Asset Management and QAD Supplier Portal applications.** Other product expertise includes **QAD SE and EE , QAD Standard Finance Module, Manufacturing, Qxtend, Progress 4 GL**  **Learning Curve:**  **QAD Enterprise Asset Management**  1) Started career as Graduate Trainee and now currently having more than 4.5 years of experience techno-functional experience on QAD Enterprise Asset Management and QAD Supplier Portal applications.  2) Learned the product through on job training and handling high complexity EAM issues with minimum dependency . Trained 4 QAD consultant and interns on EAM and mentored them in resolving the EAM issue.  3) Completed EAM PKS certification in April 2014.  **QAD Support Portal**  1) Started working on QAD Supplier Portal as graduate Trainee and developed the skill thorugh on job training.  2) Currently member for Global Centre of Excellence Team for QAD Supplier Portal.  3) Goto person for customers in ASIA/PAC region for Supplier Portal issues. Engaging /assisting QAD teams around the globe on Functional and implementation issues on QAD Supplier Portal.  4) Provided training to 5 QAD consultants/Interns and mentored them .  **Roles & Responsibilities:**   * Handling & resolving incoming software issues from QAD customers and partners via telephone , chat and web in accordance with Service Level Agreements. * Ongoing learning of QAD products, functionality, and software diagnostic tools . * Formulating reusable solutions to new, unique issues, or enhances existing solutions following solution-centered support methodologies * Analyzing, testing, solving problems, advising customers of potential solutions; escalating issues as needed * Documenting in detail all analyses and correspondences throughout the issue resolution process; provides proactive status updates to customer. * Assisting team members in incident solving (locally, globally and across teams) . * Member of QAD Centre Of Expertise team for QAD Supplier Portal Application * Providing training on QAD products to new joiners and mentoring them to make them independent in handling the incoming customer issues   **Additional Roles and Responsibilities:** Documenting Software Defects; Develop / Implement Software Solutions; Liaising with R&D team on issue ; Develop Corrective 4GL Progress Utilities; Debug / Troubleshoot; Code retrofits; Data Discrepancy Resolution; Drive Escalation Resolution; Knowledgebase Creation / Maintenance |
| **Awards and Honours**   * QAD Champion Award in 2013 * QAD Key Contributor of the Year 2013-14   **Academic Record**   |  |  |  |  | | --- | --- | --- | --- | | QUALIFICATION | UNIVERSITY  OR BOARD | YEAR OF PASSING | **RESULT (%)** | | B.E. (Computers) | N.M.U. | 2010 | 67.96(Agg) | | H.S.C. | AMRAVATI | 2006 | 86.33% | | S.S.C. | AMRAVATI | 2004 | 83.46% |   **Personal Details**   |  |  | | --- | --- | | Date of birth | 24h September 1988 | | Permanent Address | Fatema Appt, 3rd floor, Deepak Chowk , Kalal Ki Chaal , Akola-444001. | | Local Address | Mohammadi C.H.S.L . B wing. Flat 405. MG road ,Bohra Colony, Kandivali (West) 400067 | | Gender | Male | | Languages known | English, Hindi, Marathi, Gujarati. | | Hobbies | Playing Chess, Cricket, Travelling |   **Strengths**   |  | | --- | | * Effective leadership qualities * Work sincerely in multi-functional environments * Excellent communication and inter-personal skills * Trustworthy. * Effective customer engagement skills. * Contributor to team success | |