Malik

**Objective**

A challenging career in a Leading Organization where my experience and skills, functional as well as interpersonal, will be utilized and expanded upon to help build and nurture a line of business.

**Professional Competence**

* A competent professional with 5 years of experience in technical support, customer service, User Administration, IT Servicedesk operations.
* Thorough knowledge of Windows Vista; Windows XP; Windows 7, Windows 8.1 and Windows 10.1
* Supported MS Office, business critical applications and in-house software
* Strong communication skills, dynamic presentation, public speaking style
* Extensive documentation and training experience
* Quick learner with ability to grasp new technologies, both software and hardware. Proven ability to work under pressure and team environment. Fluent in English, reading, speaking and writing. Willing to relocate.

**Career Profile**

**Microsoft, Hyderabad, Telangana, India**

**Senior Service Executive**

Microsoft - Microsoft Corporation (commonly referred to as Microsoft) is an American multinational technology company headquartered in Redmond, Washington, that develops, manufactures, licenses, supports and sells computer software, consumer electronics and personal computers and services. Its best known software products are the Microsoft Windows line of operating systems, Microsoft Office and Internet Explorer and Edge web browsers. Its flagship hardware products are the Xbox game consoles and the Microsoft Surface tablet line-up. It is the world's largest software maker by revenue, and one of the world's most valuable companies.

**Job Profile**

1. **Working with Microsoft FM dedicated- as Senior Facilities Executive since March 2013 – till date.**

 **Client:** Microsoft

**Team** Size: 40

**Role: Senior Executive**

**Duration:** March 2013- Till date.

 **Responsibilities:**

* Working as an Inbound Senior Customer Service Executive for employees of Microsoft across the globe.
* Handles Asset Management and Infrastructure Development of the offices of Microsoft.
* Receives Inbound support from the employees from all across the globe.
* Support the customers via phone / email / chat.
* Works on applications such as Microsoft Dynamics CRM for creating service request / Ticketing tool, Outlook for emails and Skype for Business for instant messaging within the Microsoft to be connected to each other.
* Also working as a Quality Analyst. Took additional responsibility of initiating training programmes within the organisation. Assisted in quality of trainings. Being in this role my primary responsibility is drive my team to focus on achieving their goals and objectives, and have the motivation to achieve success. Focus on developing each team member to further develop and refine their overall customer service skills. Distinguish ways to help the team develop effective habits, which includes clearly identifying individual goals and expectations with each direct report. Implement Performance Improvement Plans where needed, and ensure that proper tracking and follow-up exists to ensure success.
* Manage FSC operational team performance to support ability to meet and/or exceed Microsoft Account SLA standards.
* Maintain integrity of Quality Assurance program and support Global Facilities Service Center Performance Standards. Provide coaching as needed and perform adhoc QA monitoring for those employees who have lower than desired QA scores to ensure timely and effective follow-up coaching is provided on a regular basis. Share schedule with FSC Operations Manager. Review and score per month for all FSC Operations Centres (Beijing, Charlotte & Hyderabad).

**IBM Hyderabad, A.P, India**

**Senior Technical Service Associate**

**Client:** Macys

**Project size:** 3.2 billion.

**Role:** IT help Desk

**Team Size:** 60

**Duration:** Dec 2010 – Jan 2012

**Description**: The proposed work will provide Improved Customer satisfaction, and customer trust thereby generating future contract from customer.

**Responsibilities:**

* Worked as an Inbound Technical Helpdesk Agent. Provided customer support to the employers of MACYS (Departmental store in USA)
* Worked on tools like Citrix (Ticketing tool), Active directory, Insight, Mainframe, Lotus notes (for emails), Sametime (for Instant messaging).
* Supported Inbound calls based on Password resets, Account activation, Hardware equipment’s like ( Computers, Laptops, RF guns, Printers, Scanners, Fax machines and registers ,Software applications, and also ordered parts for Multi-Function Devices (MFD) Like IBM Printers, Lexmark Printers, Canon Printers.
* Providing 1st Call Resolution to the users and if necessary transfer the ticket to concerned Dept.(Technicians)
* Followed up tickets with the Technicians on daily bases in order to check if the escalated issue is resolved.
* Mentor new Hires about process and tool Knowledge.
* Took escalated calls and provided resolution to the customer.
* Worked with Quality Analyst on DSAT Calls and Strives towards achieving CSAT above 90%.

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**Achievements**

* Won Special recognition award for excellent performance for several months during production.
* Won 2 Spot recognition in the year 2015 for completing the task before time without fail.
* Won Employee of the quarter 3 times in 2015.
* Consistent performer among the portfolio meeting expectations of Management.
* 2 Bronze awards for being Top performer in the year 2010-11.
* Won best employee of the year award in 2012.

**Training & Education**

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| --- | --- |
| **Qualification**  | Bachelor In Computer Science & Engineering  |
| **Start Year – End Year**  | 2006 – 2010  |
| **University**  | Jawaharlal Nehru Technological University |
| **GPA %**  |  61%  |

**Personal Details**

Date of Birth : 19th Jan 1988

Proficiency : English, Hindi, Telugu and Urdu.

Nationality : Indian

Interests/ Hobbies: Baking, Cooking.

**PASSPORT DETAILS**

**Nationality :** Indian

**Job Seeker First Name / CV No: 1716582**

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