Anjum

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**CAREER OBJECTIVE**

More than three years of work experience in the field of IT working in the capabilities of administrative responsibilities looking for challenging role in your reputed company where I can apply my skills in line with company’s mission and vision.

1. **WORK EXPERIENCE**

Company name : **Wipro Technologies**

Designation : **Service Coordinator**

Years of Experience : 2 year (2014 - 2016)

Project Name : Dell (deals in dell products like desktop, laptops work stations, servers)

**ROLE AND RESPONSIBILITES**

Responsible for providing Administrative Support for the Service Delivery Team, specifically in the areas of the finances, procurement, service level agreement (SLA) management and reporting, and group administration.

* • Ensuring the provision of a high standard of service level documentation is provided to client agencies.
* • Responsibility for specific project outcomes and tasks that contribute to the timely and successful completion of agency sign-up.
* • Ensuring scheduled relationship management activities and reviews of service level documentation are carried out within specified timeframes.
* • Assist in the development and implementation of processes and systems for managing engagement with client agencies.
* • Contribute to the provision of an efficient and effective Client Services function, by ensuring key deadlines are met and objectives achieved.
* • Provide client agencies with timely and accurate information about any changes to service delivery or in response to any service issues.
* • Work collaboratively with service functions within Shared Services SA to deliver a consistent and common approach to service level management and documentation.
* • Ability to work independently and take decisions where necessary.
* • Ability to work under pressure whilst planning, organizing and managing competing priorities and deadlines in a timely manner.
* • Ability to develop and maintain sound working relationships with people at all levels, including coordinating inputs from senior managers to achieve required outcomes.

**ADDITIONAL RESPONSIBILITIES**

**ON**

As a SLC my main responsibility includes

* Co-coordinating with the customers after the delivery of dell products for installation.
* Comparing policies of varies partner support.
* Approving the best partner policy and assigning the Engineer on skill required basis.
* Follow up with the customer for feedback.
* Maintaining documentation for service done, and same supply to the customer (Dell) to release the payment.
* Releasing payment for the partner supported.
* Maintaining monthly wise records and Interpreting to the manager.

**2. WORK EXPERIENCE**

Company name : **Skypro Technologies**

Designation : Technical Help Desk Engineer

Years of Experience : 1 year (2013 To 2014)

Project Name : Lenovo

 **ROLE AND RESPONSIBILITES**

* Providing a single point of contact (SPOC) for assistance with IT services under scope.
* Log IT related tickets ( incidents, services, request, event ) from users – (received through phone, mails, logged tickets in the tool)
* Acknowledged the tickets, allocate appropriate category.
* Classify the ticket as per severity and impact.
* Communicating pertinent information regarding incidents and associated progress to the stake holders on need base.
* Allocate the ticket to the respective support group and tickets track the tickets for closures.
* Ensure activity details are updated in the tool by the respective support groups.
* Provide first level support for end user issue pertaining to desktop/ laptops, OS, client application as grading in scope.
* Escalate incidents pertaining to suppliers non- performance or delayed.
* Escalate issues pertaining to user non – availability non –cooperation.
* Maintenance of SLA matrix, severity and categorization matrix.

**EDUCATIONAL QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Education Qualification** | **Board/ University** | **Year of Passing** | **Percentage** |
| **S.S.L.C** | **Karnataka secondary education****Examination board** | **2008** | **75.84%** |
| **P.U.C** | **Department of pre university education** | **2010** | **84.74%** |
| **B B M** | **University of Mysore** | **2013** | **80%** |

 **COMPUTER KNOWLEDGE**

**Basic computers, Tally ERP9, Internet**

**Experience in usage of MS-Office package includes Outlook, Word, Excel and PowerPoint.**

**DECLARATION**

**I hereby declare that the above mentioned information is correct up to my knowledge.**