**Kiran**

**Kiran.335442@2freemail.com**

Overall 9 years of experience in IT sector, backend operations & desktop management

 **Areas of Expertise**

* Telesales & customer service
* Team building & leadership
* Cross selling & upselling
* Complaint handling & resolution

 **Professional Experience**

**Customer service professional – Sitel India Pvt Ltd** – Mumbai, India Dec 10 to Dec 16

Clients -

Money Gram International – Nov 15 to Dec 16

* Responsible to resolve technical related queries for global customers
* Handle customers with transaction related queries
* Handled supervisor calls as & when required

 Dell – Dec 10 to Oct 15

* Handle technical queries from USA & Canada based DELL customers
* Trouble shooting through remote login software & resolving application related issues
* Upselling of software products to customers

**Customer support engineer – Allied Digital Service Ltd** – Mumbai, India Jun 07 to Nov 10

Clients –

 Kingfisher Aviation Academy – Oct 09 to Nov 10

* Worked as an onsite Desktop Engineer for the Kingfisher client
* Supported desktop & notebook on site, system setup, software installations, outlook confirguration, creating mail PST, troubleshoot software issues, printer installation etc..
* Evaluation security needs of a company, implementing Patch Management & antivirus solutions
* Troubleshoot hardware & network issues, resolve application queries
* Vendor management

 Essar Information Technology – Jun 07 to Oct 09

* Worked as an onsite Customer Support Division Engineer for Essar
* Installation of operating systems (Windows 98, 2000, XP, 2003 server), MS Office packs & required softwares
* Configuration of Microsoft outlook & outlook express
* Troubleshoot Hardware & Networking issues
* Worked on Advanet service desk software for logged in cases
* Experienced in AS-400 (Processing of EOD sales & inventory files, master download, SKU master initialization, tax master, repolling sales correction etc..
* Troubleshoot Windss & JDA related issues
* Remote support for desktop software problems

**Educational Background:**

|  |  |  |
| --- | --- | --- |
| Course / Degree | Institute / Board | Year |
| M.Com | Mumbai University | 2005 - 2007 |
| B.Com | Mumbai University | 2002 - 2005 |

**Certifications:**

* CCNA (Cisco Certified Network Associate) certified – 2010
* Masters in Networking Administration from Jetking Institute - 2007
* Diploma in Basic Electronics & Computer Hardware - 2006

**Software Skills:**

* Platforms : Windows (98, 2000, XP, Vista, 2007, 2008 & 2010)
* System Applications : MS Office & MS Outlook
* OS/Hardware : Windows (2003 Server)
* Software : Windss, JDAMMS, SABRE, SAP, CITRIX, DELL, SERVE & IDD

**Competencies:**

* Quick learner & adapts well to changes and pressure at work
* Managing relationships & working efficiently with diverse groups of people
* Committed to meeting deadlines and schedules
* Leadership skills to lead projects & handle work independently

**Training:**

Completed numerous courses pertaining to customer service, phone & e-mail etiquette, leadership, time management & negotiation skills

**Personal Information:**

Date of Birth – 05 Jan 1985

Marital Status – Married

Nationality – India

Languages Known – English & Hindi

Hobbies – Music & Travelling

Visa Status – Visit Visa