**SHYAM**

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# Objective

To work in a globally competitive environment on challenging assignments that shall yield the twin benefits of the job satisfaction and a steady-paced professional growth. I strongly believe in creating a non-inert work atmosphere. I am looking forward to prove my leadership qualities, my efficiency of being an introspective and my courage to accept suggestions to make use of it in a best way of my knowledge. Possible chances to exhibit my hidden talents where necessary.

### Educational Qualification

**Diploma in (Computer science - 3 years)**

**Mangalore Institute of Management and Engineering College 2008.**

**2nd PUC in KP College, Mysore 2005**

**SSLC in Mahaveer high School 2002**

**Total Work Experiences: - 7.25 years**

### Personal Details

Date of Birth : 9th June 1986

Marital Status : Unmarried

Languages Known : English, Hindi, Tamil, Malayalam, Kannada,

Nationality **:** Indian

Blood Group : O+ve

# Engagement Overview

* Worked with HDFC Person Loan and Home loan Department Mysore, from February 2nd 2016 to January 10th 2017
* Worked for Al-KHLAIWI TRADING EST, Kingdom of Saudi Arabia, Al-Khobar from Sep 23rd 2014 to Jan 7th 2016. ( 16 months)
* Worked for WIPRO INFOTECH Enterprises Service, Mysore from Jan 3rd 2011 to Sep 15th 2014. ( 44 months)
* Worked with Hinduja Global Solution Ltd., from Aug 8th 2009 to Dec 23rd 2010. ( 15 months)

# Experience Overview

#### Company: Al-KHLAIWI TRADING EST

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| **Duration** | Sep 23rd 2014 to Jan 7th 2016.(16 months) |
| **Location** | Kingdom of Saudi Arabia, Al-Khobar-31952 |
| **Current Role** | Sales Branch Manager |

**Professional Experience:**

Sales Branch Manager in Al-Khobar, Saudi Arabia (KSA)

**Job Responsibilities**

* Direct all operational aspects including distribution operations, customer service, administration and sales
* Working as a Sourcing specialist liable to generate Industrial Relation and Achieving Sales Target.
* Identifying and network with potential Channel Partners, expansion of our Channel partner network, driving sales through channel partners, Motivating channel partners Meet goals and metrics
* Strategic Planning: Analyzing Internal Business Processes & External Business Environment, Identification of critical areas in the business.
* Supplier Segmentation into various categories by understanding local market competitiveness.
* Channel Sales Management & Business Development through Distributor/Dealer and generate Independent Revenue stream for company.
* Suppliers Ranking by applying Product Portfolio analysis, Performance Evaluation, Fundamental Analysis , Global Reach, Technology Understanding as a factor

# Experience Overview

#### Company: Wipro Info-Tech

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| **Duration** | Jan 3rd 2011 to Sep 15th 2014. (44 months) |
| **Location** | Mysore |
| **Current Role** | Service Desk Executive **( ITIL Process)** |

**Professional Experience :**

**Senior Service Desk Executive (INCIDENT MANAGEMENT):** Wipro InfoTech, Metagalli, Mysore. I am worked as Service Desk Executive-Shift Lead (Incident Management) since 3st January 2011 to Sep 15th 2014 in the Franchise role.

**Job Responsibilities:**

* Supporting Incident management process for Enterprise Services Customers. Product supported (EMC,SUN ,IBM,CISCO,HP ,CHECKPOINT)
* Incident Prioritization and categorization
* Monitoring and tracking of all incidents. Customer communication throughout incident life cycle.
* Ensuring customer impact reduces within agreed SLA (2 Hrs.)
* Ensuring the customer is informed of the incident status at all points of the Incident Process**.**
* Vender management, Procurement, Spare Logistics
* Sophisticated knowledge on SAP CRM tool.
* Done end to end ownership of inbound /outbound process
* Done customer centricity oriented tagging and framing for cases for smooth closure
* Had very good understanding of process with in and out of organization
* Asset /update management of various levels of activities /cases
* Mentorship to next level and active lead for various major actions /processes
* With respect to customer services.

**Achievements:**

* Received Appreciations from Managers for running & streamlining the Operations smoothly without any escalations.
* Received the Best appraisals rating i.e. Exceeding expectation for consecutive two times.
* Streamlined Centralized Service Desk operations for call and spares management process.
* An effective communicator and team member with experience in handling large task force & critical customers.
* Displayed excellence in customer satisfaction and quality in service.
* Ensured achievement of personal and team objectives within organizational targets.
* Rewarded for CSAT for the Q-1 2011

#### Company: Hinduja Global Solutions Limited

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| **Duration** | Aug 8th 2009 to Dec 23rd 2010 |
| **Location** | Mysore |
| **Role** | Senior Customer Relationship Officer |

**Job Responsibilities:**

* Addressing customer queries/issues over phone on Fault on the line, Out bounding Billing queries and others.
* Been first level support to troubleshoot line fault.

**Achievements:**

* Rewarded as Mind reader for Customer satisfaction.
* Rewarded as The Best Performer for the quarter.
* Rewarded for Consistency in quality.
* Rewarded as Trail blazer for the team.

##### Description: Solely handled the CHURN Department for Tamil Nadu and Karnataka and Handled inbound and Escalation Calls

**Roles and Responsibilities**

* Responsible for retaining on an average of 200-250 customers who are likely to change to another Network
* Preparing of Database of various Feedbacks received from the customers about their current expectations due to good tariffs introduced by new network companies. This enables the company to design competitive tariff plans
* Responsible for Customer Retention MIS on a daily basis to the Management
* Responsible for taking CAR (CUSTOMER ASSESSMENT RESPONSE) Feedbacks for Negative responses
* Handled Escalation Calls in the absence of Team Lead

**Achievement at Hinduja Global Solutions Limited: Recipient of Best Employer Award for achieving the best output among the team of 40.**

#### Company: HDFC (Person Loan Department) Limited

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| --- | --- |
| **Duration** | February 2nd 2016 to January 10th 2017 |
| **Location** | Mysore |
| **Role** | Sales Executive |

##### Description: - Senior Executive in Person Loan Department.

#### Achievement at HDFC: Recipient of Award Winning for Target Achieving

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**Hobbies and interest:**

Listening to music, playing video games, Surfing internet, Cricket etc.

**Concluding Remarks:**

I fully understand that my resume may be one among several hundred or thousand. I want to demonstrate to you why hiring me will be a smart move for your organization. I can not only handle the work very, very proficiently, but also be someone you could lean upon for high level of trust, support, growth and results.