**CURRICULUM VITAE**

**Masood**

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***Objective:***

In search of a promising position to exhibit and develop my skill, hence to grow while meeting the goals of the organization.

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| ***PROFILE IN BRIEF*** |

***Professional profile;***

* ***“Infosys Limited”;***
	+ Worked as **Sr. Technical Support Executive** for **Neiman Marcus** from **1st September 2015 to 31st December**
	+ Worked as **Sr. Technical support Executive** for **Michael’s art & craft** from **November 2014 to 13th July 2015.**
	+ Worked as **Process Executive** for **British Telecom** Bangalore from **November 2013 to October 2014**.

***Technical Proficiency:***

* + Languages Known : Java, SQL, C#.Net, XML, HTML, JavaScript
	+ Operating System : Windows Family, Linux.
	+ Microsoft Tools : Active Directory, Microsoft Office, Microsoft Lyn.
	+ Other Tools : Lotus Notes, Putty, Sotti, ISP console, ServiceNow Ticketing Tool, Price Triage,

***Technologies Worked:***

* Oracle
* Eclipse
* Android Studio
* MS Sql server 2008

***Recognition & Achievement:***

* + Rewarded as the best performance in the month Feb during the year 2014.
	+ Received “Certificate for Excellence” for outstanding performance for month in June 2014

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| ***Academics*** |

***Academic qualification: Bachelor of Engineering (B.E in Computer Science)***

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| **Qualifying Exams** | **University** | **Year of Completion** |
| B.E in Computer Science | VTU Belgum | June 2013 |

***Basic Education:***

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| **Qualifying Exams** | **University** | **Year of Completion** |
| University board exam Pre-  | Mangalore University | May 2009 |
| 10th Std  | ICSE | March 2007 |

***Project Details:***

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| **Total Experience** | 2.1 Years |
| Project 1 : | **Neiman Marcus** |
| Tenure | 3 Months |
|  | **Description:** The objective of this project is to manage the complete point of sale System for the stores. Managing the store user accounts, troubleshooting the registers through remote network. Handling the store open and closure procedures, reports generation.**Responsibilities:*** Managing store users accounts.
* Troubleshooting the registers through remote access.
* Handling store opening and closure procedure.
* Prepare receipts of the goods purchased by the customer and maintain hard copies of receipts as well.
* Make list of new products and send to the engineers to implement the same in POS application menu.
* Maintain and update reports of stock and provide requirements to the warehousing department.
* Report any problems in the POS application or hardware to the IT helpdesk.
* Performed all activities at the POS cash counter and prepared reports of daily transactions.
* Presented reports of POS activities to the Store Manager.
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| Project 2 : | **Michaels Art & Craft** |
| Tenure |  10 Months |
|  | **Description:** The objective of this project is to manage the complete Inventory Management System for the stores. This deals with ordering, receiving and delivery management for the items to be sold in the store. It mainly deals with Windows Console Application and an RF Gun Smart Device Application to handle the overall store’s business. Both the application was developed using C#.NET and points to the same SQL Server database. **Responsibilities:*** 24\*7 Production and Non Production support
* Manage web and Java based Applications, Ensuring Uptime, Response times and SLA in Production Environment.
* Provide daily, weekly and monthly reports to management.
* Troubleshoot Service Problems, escalating issues within organization and vendors as needed.
* Co-ordination with various functional teams and DBA’s.
* Effectively monitor alert consoles & mail box and take necessary actions on those.
* Provide generic support and bug fixing for the defective store.
* Creating eligibilities according to the client requirement using SQL queries.
* On daily basis calling to the operational stores in case of any issues.
* Handling Tickets on issues regarding the Console, RF Gun, SQL Server data, WCF Services, Price sync or any other issues related to either of these.
* Deals with the changes of promotions, Price changes and Enhancements.
* Trained new team members in project specific areas.
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| Project 3 : | **British Telecom** |
| Tenure |  12 Months |
|  | **Description:** The objective of this project is to provide Help and Support on the Broadband and Telephone lines. Troubleshooting Broadband and Telephone line related issues on call with customers.**Responsibilities:*** Providing the customers Help and Support on Broadband and Telephone lines.
* Auditing team member’s cases and a giving resolution on time.
* Handling monthly, weekly reports and daily reports.
* Participating and contributing during live meetings ( Handling the Client Calls)
* Adhere to the Quality, Maintaining STAT’s and comes up with the new ideas and helps in implementing process improvement projects.
* Well versed in OneView application, Oracle applications and MS Outlook.
* Resolving process related queries on calls with team members in other location & Site.
* Interaction with U.K Counterparts on a weekly basis for new updates and clarifications.
* Analyzing and comparisons of data on Monthly basis regard to performance cycle.
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***Skills and Accomplishments:***

* Ability to learn quickly and adapt to change.
* Good analytical skills and attention in detail
* As a team player can bring enthusiasm and energy into group efforts
* Possess effective presentation , verbal and written communication skills

***Extra-curricular Activities:***

* Participated in placement training conducted by INNOVATIONS UNLIMITED at SIT, Mangalore.
* Participated in SPARK training session held by Infosys, Mangalore.
* Participated in workshop on PC ASSEMBLY & TROUBLESHOOTING held in SIT, Mangalore.
* Participated in power lifting competition held in NIE, Mysore.

***Personal Profile:***

Date of birth : 23 December1991

Languages known : Fluency in English, Hindi, Malayalam and Kannada.

Marital Status : Single

**Declaration:**

I hereby declare that the above furnished information’s are true to the best of my knowledge.