

**Venugopal**

**IT Helpdesk Engineer**

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**Summary**

Offering 9+ years of experience across the **IT Helpdesk/ Desktop Technical Support(Voice)/ Call Center/ Collections Industry.**

**Professional Experience**

**Current Company: Alwasl International Group, Dubai - UAE Nov 2015 – Till date**

**Client: First Gulf Bank, UAE**

**Designation: Debt Collector**

**Job responsibilities:**

* To work with customers to achieve prompt payment, confidently handling customer issues daily through phone calls and arrange meetings at our Office or at Client place and ensuring maximum customer satisfaction.
* To follow up with customers in recovering Credit card / Personal loan outstanding amount by giving settlement Offers as they are in Write Off Stage.
* To do Skip-tracing i.e., trace customers on Social networking websites, Job portals, Ministry of Labor.
* Advising debtors of the possible consequences of non-payment and sending out reminder notices via emails & legal notices to their work place via fax if required.
* Investigating claims of financial difficulties.
* Making enquiries with references to trace the whereabouts of defaulters.
* Visiting defaulters in person if required at the address they have given or setting up field visit at the Office address they are working.
* Ensuring all contact is in line with the regulatory requirements.
* Making up to 150 phone calls every day to chase up outstanding debts.
* Handling a variety of customer service calls from people of all background & different nationalities

**Company: Genpact - Hyderabad, India Feb 2014 – Sept 2015**

**Client: The Coca-Cola Company, United States of America**

**Designation: IT Helpdesk Assistant - Level 2 Support**

**Job responsibilities:**

* Managing and responding to IT support incidents and requests, ensuring they are resolved effectively and efficiently within acceptable timelines.
* To provide timely hardware and software related support to the computer users with in the organization to meet business processing requirements.
* To provide investigation, diagnosis, resolution and recovery for hardware/software problems. When unable to resolve any software related issue, we escalate to third level in accordance with Help Desk escalation processes.
* Troubleshoot Operating system related issues (Windows XP, Vista, 7, 8, 8. & 10) & their upgrade issues.
* Troubleshoot SCCM 2012 (Configuration, SCCM Logs & Installation. Software Centre & Configuration Manager).
* To administer User Domain by creating/modifying/validating user accounts, password resets, account lock/unlock and access revocation.
* Maintain, troubleshoot local area networks (LANs), Wireless LAN, wide area networks (WANs), computer workstations and peripheral equipment.
* Troubleshoot client level issues with Adobe, Java, Profiles related issues & Admin Access.
* To configure Legacy Phones like Cisco, Avaya & Nortel Phones (Soft Phones) and for Hard phones we create a trouble ticket with respective manufacturers so that they can send a technician to set them up.
* Troubleshoot on Shared Drives Issues, Profile creations & Shared Permission.
* Installation / re-installation / configuration of in-scope client software / applications.
* Installation / configuration of e-mail clients & troubleshooting e-mail client related issues.
* Install antivirus software and check virus definition auto updates; Virus removal from respective desktop / laptop with the antivirus software.
* Obtain security approvals for USB access, VPN access, file transfers, temporary internet access, accounts extensions, installation of licenses for 3rd party software’s and its usage and other related requirements.
* Troubleshoot on Network Printers like Lexmark, Canon, AS400 & Brother.
* To maintain a high degree of customer service for all support queries and adhere to all service management principles.
* To provide hierarchical escalation, ensuring both the business and the Authority are kept informed of the progress on open Incidents and Service Requests as contractually agreed.
* Where necessary, provide on-call or on-site support outside of normal business hours.
* To route incidents to appropriate queues & Setting up service calls with Onsite technicians for hardware failures to replace hardware on Computers.

**Company: Dell Technologies - Hyderabad, India Oct 2009 - Feb 2014**

**Designation: Client Technical Support Associate**

**Job responsibilities:**

* To handle inbound calls from Dell customers from USA & CANADA region regarding their computers.
* To assist Dell customers over phone or remotely with Out of box setup of their computers, setting up Windows, reinstalling Windows, Wireless/Wired network troubleshooting.
* To assist all customer care related issues & delivering customer service.
* To assist customers in 3rd party software installation, antivirus installation, virus removal.
* To up sell Dell products or software’s which are available on Dell website & meeting daily target of $200 per day.
* To assist Dell customers in installation, configuration & troubleshooting of Microsoft Office 2007 & 2010 depending on the issue.
* To assist customers in installation, configuration & troubleshooting of Dell Printers & 3rd party printers.
* To set up service calls/onsite field visit for hardware replacement after diagnosing the issue.

**Company: Wipro BPO - Hyderabad, India Mar 2008 - Oct 2009**

**Client: Hewlett & Packard**

**Designation: Senior Technical Support Associate**

**Job responsibilities:**

* To handle inbound calls of HP customers from USA & CANADA region.
* To assist HP customers over phone in setting up desktop/laptops, antivirus, 3rd party software’s remotely & also assisting them with all customer care related issues like Order status & etc.
* To assist users in installation, configuration & troubleshooting of Microsoft Outlook 2007 & 2010.
* To assist users in installation, configuration & troubleshooting of HP & 3rd party printers and also 3rd party software.
* To assist users in installation & troubleshooting of 3rd party software’s.
* To assist users with Wired/Wireless internet setup & troubleshooting.
* To set up service call/onsite field visit for hardware replacement after diagnosing the issue.
* To Up sell products or software’s available on HP website & meeting daily target of $100 per day.

**Company: NVN Efficacy - Hyderabad, India Jun 2007 - Feb 2008**

**Client: State Bank of India**

**Designation: Debt Collector**

**Job responsibilities:**

* To make outbound calls to State Bank of India credit card customers & recovering credit card due payments which are in bucket 5 & 6.
* To follow up with customers on daily basis until payments are recovered & adhering to the rules and regulations of The Reserve bank of India.
* To do skip-tracing i.e., to trace customers on social networking websites and job portals & settings up field visits for Uncooperative customers accordingly.

**Certifications**

* ITIL V3 Foundation Certified

**Knowledge and Skills**

* Excellent interpersonal and communication skills and confident in communicating with people across all levels within the company.
* Ability to work well under pressure and meet deadlines on assigned projects.
* Attention to detail and willingness to learn.
* Self-starter and the ability to work independently as well as part of a team.
* Ability to handle confidential information in strict confidence.
* Ability to work in a fluid, diverse and fast paced work environment.

**Academics**

* **B. Tech in Electrical and Electronics Engineering** from LIET – 2007; Hyderabad, Telangana, India

**Additional Information**

* Date of Birth: 22-08-1985
* Language Proficiency: English and Hindi.
* Nationality: Indian
* Marital Status: Married
* Location: Dubai, United Arab Emirates
* Visa Status: Residence Visa
* Expected Salary: As per company norms
* Total Experience: 9years 1month
* Ready to join immediately