**Pankaj**

C/o-Mobile: +971502360357

Pankaj.343968@2freemail.com

**Technical Support Team Manager**

**Profile:**

* More than 15 years of experience in Operations and Team Management, experience in ITES/Services Sector. Work with top level executives helping them align strategy to execution, business and operating model transformation that have strategic impact and revenue impact.
* Experience in customer service and support with recognized strengths in technical support, problem-solving and trouble-shooting, managing technical support team, and planning/implementing proactive procedures and systems to avoid problems in the first place.
* Possess solid computer skills
* Excellent working knowledge using Windows operating systems, Microsoft Excel, Microsoft Power Point, Microsoft Word
* Ability to train, motivate, and supervise customer service employees.

**Employment**

**Techselp Solutions Private Ltd. Jalandhar** January 2014 – Till Now

**Technical Support Team Manager**

* Managing a team of 15 Inbound technicians in US consumer technical support (Voice Support)
* Maintaining and improving call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs; installing upgrades.
* Real time support to resolve customer’s issue with revenue target
* Handing escalations

**DellInternationalServicePvt**. **Ltd**. **Chandigarh** November 2005 – November 2013

**Technical Support Coach** January 2010 – November 2013

* Providing L2 technical support to team of 15 Inbound technicians in US consumer technical support (Voice, Chat &E-mail)
* Real time support to resolve customer’s issues within AHT target
* Controlling the warranty/cost metrics by providing effective end to end solution
* Handling technical escalations to ensure customer satisfaction
* Participating in weekly Conference Calls conducted by L3 team regarding TCDs, Unresolved issues
* Regular coaching and feedback on technical issues
* Scrubbing the RR(Resolve Rate ) data for the entity to ensure 100% RR & identifying the BQ’S

**Technical Support Expert** November 2005 – December 2009

* Inbound agent in US consumer technical support (Voice, Chat & E-mail)
* Acting as the front line support for Dell Customers assisting them with OS, Virus, Blue Screen, No Boot issues.
* Handling customer’s technical issues and queries
* Providing need based solutions (upselling) to the customer
* Ensuring resolution with customer satisfaction.
* Piloted E-mail based technical support process
* Maintaining the Quality and Customer Experience for Dell as a Company and as an executive

**IBM Daksh India Services Pvt. Ltd. Gurgaon** October 2003 – September 2005

**Customer Care Specialist** October 2003 – September 2005

* Providing L1 support to US consumers through voice and web based process
* Handling customer’s order related queries

**Bharat Capital, New Delhi** August 2000 – July 2002

**Marketing Executive** August 2000 – September 2001

* Selling products like Life Insurance, Mutual Funds, Post Office Schemes and General Insurance
* Identifying customer’s needs and suggesting appropriate investment plans

**Senior Marketing Executive** October 2001 – July 2002

* Providing Investment products trainings to marketing executives
* Handling a team of 7 executives to achieve the given targets

**Academic Profile**

* BSc Physic Honors from Jamila Millia Islamia
* Dell Certified System Expert (DCSE)
* Honors Diploma in Centered Network Computing from NIIT Kalkaji, New Delhi

**PersonalDetails**

Date of Birth : November 16th 1978

Marital Status : Married

I hereby declare that the above mentioned details are true to the best of my knowledge