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| DSC_8662_a  **VINAY**  [**VINAY.349886@2freemail.com**](mailto:VINAY.349886@2freemail.com)  **Present Location**  Dubai  **Languages Known**  English, Kannada, Hindi,Tulu.  **Gender**  Male  **Nationality**  Indian  **Marital Status**  Single  **Hobbies/Interest**  Badminton, Online surfing, Travelling | profile  * IT Support Engineer with good knowledge of installation, configuration, and troubleshooting of computer & pheriperals. * Process Associate with three & above years’ experience of monitoring all transactions, auditing and maintain quality control disciplines.  academic records  * **Bachelor of Engineering (CSE) from SJC Institute of technology in 2013.** * **Pre University From nagarjuna PU In 2009** * **Elementary from seshadripuram School In 2007**  Professional EXPERIENCE **Company: PRIDE Hotel Apartments LLC (Feb 2015)**  **Designation: Reservation Supervisor**  **Address: Al Barsha 1, Dubai**  JOB DESCRIPTION  E**xpert in multi-tasking, Handling Front Office, IT Dept.**   * Understanding Markets & Maximizing Revenue * Understands the overall market, including competitors’ strengths and weaknesses, economic trends, supply and demand etc. and knows how to sell against them. * Uses sales resources and administrative/support staff effectively. * Coordinates with sales and Convention Services to process rooming lists and reservation cards. * Assists with monitoring accuracy of reservation sales orders within tracking systems. * Tracks no-show reservations and processes charges as needed. * Checks daily arrivals to ensure all necessary billing instructions are applied to reservations. * Providing Exceptional Customer Service * Accountable for providing technical support in high-volume, 24x7 environment coordinating technical issues involving network, hardware, and operating systems.   **Company: Magus Customer Dialog Pvt Ltd(Sept 2013-Jan 2015)**  **Designation: Technical Support Analyst**  JOB DESCRIPTION   * Provide day to day assistance to system’s users * Provide software and hardware support. * Installing, configuring, managing and maintenance of all servers and workstations. * Supervising company’s data entry operations. * Responsible for all backups in the Company. * Make recommendations to management on purchase of hardware, software and equipment’s.   **Company: Transact bpo services India pvt ltd**  **Designation: Call centre representative.**  JOB DESCRIPTION   * Ability to perform over 100 outbound calls any day to customer base. * Good experience in receiving inbound calls from customers. * Ability to handle software on a data entry level. * Perform certain data entry level tasks for systemizing the employee information system.  certification and trAINING  * Undergone training on **Troubleshooting Computer Peripherals and Networking** at Rolla Computers, Dubai (from March 2016 to June 2016). * Participated Softskills training in an **IT-FEST** program held at SJCIT, Bangalore (from July’2012to August’2012). * Achieved **SAP ABAP** certificate at “Elogica Solution” Bangalore(from September 2012 to December 2012) * Achieved **CCNA** certificate at “Rolla Computers” Dubai (from October 2016 to December 2016).  TECHNICAL SKILLS  * Hands on experience in Installing, Assembling, Troubleshooting Windows Operating Systems. * Support for all third party software installations and resolve software related issues. * Microsoft Windows Server 2003 – 2008 * Microsoft Windows XP, Vista ,7and 8 * Windows excel, PowerPoint, hardware and networking etc.   *“I hereby declare thatthe aboveinformationistrue to bestof my knowledge.”* |