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| DSC_8662_a**VINAY** **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 DESCRIPTIONE**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.”* |