# Noel

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**Objectives**

* Proactive with a positive approach to be able to multi-task and follow-through to achieve organizational goals
* Believer in walking the problem and adopting hands on approach to suggest positive outcomes
* Extremely detail-oriented, well-organized at the highest level of professionalism
* Self-motivated, quality driven, with strong communication and interpersonal skills as discretion and integrity, being proactive and initiative, having sound judgment, multi-tasked, adaptable, approachable and flexible

**Professional Experience**

**OTIS LLC (United Technologies) Dubai, UAE**

**OTIS LINE- Coordinator** - **December 2014 – till date**

**Key Achievements and Accountabilities:**

* Coordinating with the technical team and getting all the breakdowns rectified within the specified time frame.
* Worked in Oracle based JDE application for procuring materials.
* Procuring materials from the local store for fixing the breakdowns.
* Maintaining daily call back records in MIS database.
* Preparing End of the day (EOD) reports on a daily basis.
* Tracking and maintaining time entry of the technicians on site for all entry and exit timings
* Maintaining Weekly time sheets
* Checking, controlling and managing the time sheets as per the company policies
* Generating route charts every month and providing it to the responsible route in charge for carrying out the regular scheduled maintenance.

**Diya Systems – Mangalore, India**

**Senior Technical Support Executive.** Client’s: (Hostgator.in), (IV Support Technologies)  **May 2012 – October 2014**

**Key Achievements and accountabilities:**

* Trouble shooting for client applications / Handling Escalations
* Providing excellent customer service to the customers in terms of Technical support for Hosting requirements.
* Respond to internal and external queries, initiating follow up or independently resolving exceptions.
* Performing all of the standard, specialized and complex aspects within area of specialization.
* Applying documented rules, past practices, or instruction on an independent level within the Team.
* Effectively identifying problems as they occur and taking appropriate steps to solve them in situations where the problem is difficult or complex within the Team.
* Training the staff on the Product Knowledge and upgrade of the information
* Checking, Controlling and managing the reports based on the company policies.
* Preparing daily EOD reports
* Worked for a special project assigned by the Management (Mail In)
* Worked closely and effectively with vendors to replace/repair defective hardware
* Lead generation: Develop, plan and implement marketing activities to maximize lead generation
* Sales Conversion : Develop leads and enquiries from initial contact through to recurring income streams
* Client Relationship Management: Up-sell and cross-sell services maximize client retention and growth.
* Was also a part of rewards and recognition and obtained best customer service employee of the year

**Mphasis an HP Company**

**Technical Support Associate ITO Service Desk - January 2011 – April 2012**

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Key Achievements and accountabilities**:**

* Pivotal role in improving customers’ expectation and repeat experience by liaising with Sales managers to implement constructive feedbacks or report complaints /closure within 24 hours with the most suitable solution.
* Strived to achieve deadlines with finalization of various company accounts for various time frames.
* Maintained a detailed client database, prepared proposals and Sales documents for Quotations & letters for clients and invoicing.
* Ensured strict incorporation of company guidelines for branding.
* Helping the customers resolve the Computer issues by trouble shooting over the phone
* Trouble shooting for client applications
* Performing Daily audits on the Customers accounts to deliver best resolution and excellent Technical Support.
* Troubleshooting issues with outlook, internet connectivity and System configuration.
* Installed software, configured and tested customer Laptops.
* Working for Australian Mortgage centers - software updates and password reset.

**Education**

(**Bachelors Degree in Commerce (B.com)**

Completed in 2013 from St. Aloysius College, Mangalore, India.

**Technical Skills**

Operating System: Windows 98, Windows 7, Windows 8 & MAC

Office Software: MS Office: (MS Word, EXCEL, Power Point)

***Date of Birth****: 04-May-1990*

***Languages Known****: English, Hindi, kannada*

***Driving License details****: UAE(Automatic - 4wheel)*

***Marital******Status****: Single*

***Nationality****: Indian*

***Visa Status :*** *Currently on Employment visa*

References will be furnished upon request.