CURRICULUM VITAE

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DOB: 10/02/1979

Nationality: Indian

Marital Status: Single

Contact No: C/o 0505891826

Email: [kiran.358986@2freemail.com](mailto:kiran.358986@2freemail.com)

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A dynamic professional with overall 9 years’ experience in BPO and Computer Hardware/Networking.

**WORK EXPERIENCE:**

**Homeshop18.Com through Magus Customer Dialog** (Noida, Uttar Pradesh, India)

April 15th 2014 – Sep 11th 2014 (Human Needs Services Pvt Ltd)

Sep 11th 2014 - Feb 6th 2017 (Magus Customer Dialog)

Customer Care Executive

*HomeShop18* is an Indian online and on-air shopping channel owned by the Network 18 Group division of Reliance Industries. I was a part of the Operations team supporting HomeShop18, through **Magus Customer Dialog.**

**Roles and Responsibilities:**

* Worked for a high voice based domestic process (inbound).
* Provided excellent customer service by handling inbound calls.
* Handle confirmation call from the customer after receiving the product.
* Responsible to retain unsatisfied customer with their product.
* Provide information and Handle customer queries regarding the new product.
* Responsible to update customer’s information as per their request.
* To meet daily, monthly and yearly targets set by the organization
* To work with the team to achieve all the performance level.

**Jayatma Informatics Pvt Ltd** (Ahmedabad, India)

July 21st 2010 – Aug 27th 2013

IT Engineer cum Document Quality Specialist

Project: Airtel, Ahmedabad

*Jayatma* is synonym as diversified and dynamic, state of the art, cutting edge technology solution provider to all the sectors of economy. The company’s mission is to provide high quality, cost effective solutions and to create an environment for complete digitization of different segments of economy.

**Roles and Responsibilities:**

* Configuring the Kodak Capture Pro software for new user/client machine.
* Install, Configured, Upgraded, Maintain, Troubleshoot all internal Workstations, Scanner, Printers and Applications.
* Diagnosing, maintaining, and upgrading all scanning hardware and software and assuring the quality control of corporate images and files
* Responsible to represent Scanning Demo, all major formats such as TIFF, JPG, PDF, and OCR at Client site, to go various location of company’s project in India.
* Train and Technical advice to operators / trainees with simple scanning troubleshooting techniques.
* Travelling to client sites to help with installs deployment and troubleshooting.
* Worked under pressure effectively.

**Jayatma Informatics Pvt Ltd** (Ahmedabad, India)

Sep 2009 to May 2010

IT Engineer cum Document Quality Specialist

Project: PACL, Delhi

**Role and Responsibility:**

* Travelling to client sites i.e. (Max Life Insurance, Aviva Life Insurance, and Sify Technologies) to help with installs deployment and troubleshooting Scanner’s, PC’s and Printer.
* Perform scanning on complex conversions utilizing specialized equipment, high speed equipment and/or flatbed scanning.

**Capital Business System Limited** (New Delhi, India)

May 23rd 2007 - Sep 9th 2009

Desktop Support Engineer/ System Administrator Support

Project: LIC EDMS, Indore (Madhya Pradesh)

CBSL has its activities in the highly technological field of Security Printing, Document Imaging, Banking Equipment & Services, Plastic and Stationery Products.

**Roles and Responsibilities:**

* Assists in the planning, design, documentation, and implementation of various systems to include

desktop PC’s, server 2003, network equipment and software application.

* Maintain user access administration
* Responsible to create new users, resetting passwords and lock/unlock user accounts.
* Installing and operating windows desktop and windows server 2003 operating systems.
* Responsible to take SQL 2005 database backup on day to day basis.
* Responsible to Applying patches in accordance with company procedures.
* Quickly arrange repair for hardware in occasion of hardware failure
* Responsible to manage and maintain scanned document quality, document scanner, flatbed

scanner and printer.

* Travelling to client sites to help with installs deployment and troubleshooting.
* Make frequent visit to branch offices for repair and technology needs.
* Manage inventory control of IT equipment and systems at all assigned facilities.

**Dimension Pvt Ltd** (New Delhi, India)

Mar 2006 to Apr 2007

System Hardware/Network Engineer

**Roles and Responsibilities:**

* Responsibilities included problem detection and solving, fixing, and reinstalling software and

hardware.

* Troubleshooting, diagnosed, installed, upgraded, configured and repaired computer system and

Network components.

* Responsible to maintain and troubleshoot Network connectivity (LAN), Internet Protocol (IP)

issues.

**SKILLS:**

* **SOFTWARE**: Kodak Capture Pro, DocCapture
* **OPERATING SYSTEM:** Windows Server 2008/2003/, Win7/ Win XP/ Win 2000 Professional.
* **APPLICATION:** Outlook, MS-Office Product, Kodak Imaging Professional, IrfanView, Adobe

Suite, other industry standard applications.

* **HARDWARE:** Document Scanner and Flatbed Scanner (Kodak i1420, i1320, Avision 210, 220,

200G, 220C2, 220 C2+, 220 G, 8050s), Printer (Ricoh Aficio mp1600 Le, Contex Chameleon TX 3600,

Toshiba e-studio 167, HP 1020/4355.

**EDUCATIONAL QUALIFICATIONS**

* Higher Secondary Certificate from West Bengal Board of Higher Secondary Education.
* Secondary School Certificate from West Bengal Board of Secondary Education.

**LANGUAGES KNOWN:**

English - Read, Write and Speak

Hindi – Read, Write and Speak

Nepali – Read, Write and Speak

Bengali – Speak

**References available upon request.**

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