 **VIVEK.372826@2freemail.com**

Nationality : Indian

**Career Objective:**

To become a successful and settled employee in which ever company I will work for, where I can effectively utilize my valued experience and working skills which enables me to work in a progressive attitude.

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| **Resume Snap Shot:**   |   |
| Professional Credits :  |  Bachelor in Commerce / ANIIT (Diploma in Software Engg)  |
| Total Work Experience : Place :  | 5 years 5 months Dubai, UAE  |
| **Professional Experience:**  |  **Jan 2016– July 2017**  |

Landmark Groups - Emax

(Emax is a world renowned brand providing technical support buying advice and quality repairs for hardware and IT solutions)

I am serving Emax as an After Sales Customer Support Executive with the following job description:

**After Sales Customer Support Executive:**

* Analyse the anomaly as found or reported by the customer.
* Making Invoices, cancelling and making Sales Return if product returned.
* Coordinate with the customer and internal experts for the preliminary assessment.
* Perform investigation and arrange correction or replacement as appropriate.
* Analyse the problem to conclude the root cause and propose recommendations.
* Prepare a Report for onward submission to the Customer
* Present above reports to the expert team for professional enhancement.
* Meet commitments and professional attitude to enhance customer satisfaction.
* Control all related documentation (Technical Reports, data base).
* Co-ordinating with supplier for the proper delivery to customers on time.

**Professional Experience: March 2014 – Dec 2015**

Savithree Infrastructure Pvt Ltd- Mumbai

(Savithree Infrastructure Pvt Ltd is a Building of complete constructions and civil engineering)

I have served Savithree Infrastructure Pvt Ltd as an IT Support Executive cum Administrative Assistant with the following job description:

IT Support Executive cum Administrative Assistant:

* Assembling computer hardware and other devices.
* Internet router troubleshooting.
* Troubleshooting, analysing problems of computer elements such as desktop computers, laptops and various components/peripherals of an IT network.
* Performing computer assembling and installation and operating system configuration in designated networks.
* Administering and monitoring performance of LAN/WAN network.
* Review inventories against orders.
* Generally help out with purchases, reviews and inventory matters.
* Prepare & provide quotation to client as per their requirement.
* Preparation of Tax Invoices & Cheque and processing online tender.
* Preparations of Purchase order and handling petty cash.
* Co-ordination with Clients.

**Professional Experience: Dec 2012 -Jan 2014**

Serco Global Service.

(Serco Global Service is the largest BPO in India.)

I have served Serco Global Service as Customer service Executive & IT support with the following job description:

**Customer service Executive & IT support**

* Responsible for interacting with the clients and solving their queries.
* Maintaining the records of customer interactions and follow up with the clients and lead Generation.
* Providing feedback of the clients to the concerned department and authorities so as to improve the service.
* Handling escalated and upset calls, maintain and updating the outbound call reports.
* Answering calls professionally providing complete information about products and service to the customer.
* Accurately process and record call transaction using a computer and designated tracking software.

**Professional Experience: Aug 2011 – Oct 2012**

Intelenet Global Services Pvt Ltd.

(Internet Global Services Pvt Ltd is the largest BPO in India.)

I have served Intelenet Global Services Pvt Ltd as Customer service Representative with the following job description:

**Customer service Representative**

* Managing large amount incoming calls.
* Build sustainable relationship and trust with customer through open and interactive communication • Provide accurate valid and complete information by using the right methods
* Tracking records of over achieving quota.
* Record details of enquiries comments and complaints and do the needful.

**Educational** **Qualifications**: **Institution Year**

Bachelor in Commerce Mahatma Gandhi University 2014

ANIIT (Software Engg) NIIT (Mumbai) 2014

HSC Vinayaka Mission University 2010

SSC Maharashtra Board 2007

**Computer Skills:**

Software : Microsoft Office, Tally ERP, Antivirus and firewall, Photoshop etc.

Hardware : Various types of PC hardware such as, Apple/Mac, Asus, Dell, HP and Toshiba hard drives, monitors, printers, scanners and video equipment.

**Personal** **Information:**

Special Interests : Reading, Computer Games, Riding, Adventures and Music.

Interpersonal Skills : Quick learner, analytical, honest, ability to adapt, maintain secrecy of confidential Data, capacity to lead, supervise, train and develop others.

 Languages : English, Hindi, Malayalam and Marathi.

**Declaration:**

I hereby declare that the above stated information is true to the best of my knowledge.

Signature