### Personal Details

Reena.374487@2freemail.com

### Area of Expertise

Good communication

Professional attitude

Team player

Solution oriented

Resourceful

Energetic

Competent

Result-oriented

### Personal Skills

Highly Articulate

Resourceful

Multi-tasking

### Qualifications

AMC Engineering College,

2010 – 2014 (Aggregate - 80.00%) B.E in Electronics & Communication Engineer Bangalore, Karnataka - 560083

 

## Personal Summary

An articulate, competent and confident administrative professional, who has basic understanding of sales, support executives and growing client network by drawing on 3+ years of experience providing high-quality systems management, personnel recruitment, professional communication and leadership. Organized and proactive self-starter, results-oriented & committed individual.

## Work Experience

OFFICE MANAGER / EXECUTIVE ASSISTANT

Promoters Global Marketing LLC (Jan 2017 – Sep 2017)

Responsibilities Included:

* Preparing the required documents to apply for airport pass for promoters to work inside the duty free and for upcoming projects in supermarket.
* Processing Visa’s, Labor Cards of employees and applying DTCM permission for DJ’s & artist.
* Monitoring a local entity: salaries, suppliers, cash, invoicing, Validating Salaries: according to the timesheets.
* Assisting Managing Director and reporting all the activities.

SALES EXECUTIVE

Reactive Networks FZLLC (Dec 2015 – Dec 2016)

This role saw me professionally managing the entire sales cycle, right from lead generation through to prospecting, arranging appointments, giving presentations, negotiating and closing. Identify opportunities with new and existing customers thereby enabling the team in achieving the targets set for Exhibition stands.

Responsibilities Included:

* Generating new business through cold calling (high number of daily outbound calls), face to face meetings and networking exhibition stands, personal merchandises etc.
* Developing and managing key relationships with both new and old clients to grow them into a diversified customer base in a highly competitive market.
* Managing the sales pipeline and coordinating with the management in closing the deal.

TECHNICAL SUPPORT ENGINEER

IBM India Pvt. Ltd (June 2014 – October 2015)

Responsibilities Included:

* Proficient in handling escalated calls and providing level 1 support to end users.
* Research and identify solutions to software and hardware issues
* Take ownership of customer issues reported and see problems through to resolution
* Research, diagnose, troubleshoot and identify solutions to resolve customer issues
* Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
* Provide prompt and accurate feedback to customers
* Ensure proper recording and closure of all issues
* Prepare accurate and timely reports
* Proficient in deciding the priority of incidents.
* Creation and management of domains and user accounts as well as assign access right and permission to use the internet facility.
* Experience in handling Priority 1 and 2 incidents

**CORE COMPETENCIES**

Network Management

Hardware

Analytical & Communication Skills

Trouble shooting Skills

Commitment towards work

Good team player

Quick adaptability to challenging situations

**TECHNICAL PROFICIENCY**

Operating Systems: Windows 98, 2000, XP Professional, 2003 Server& above

Application Software: Microsoft Office, Maximo, Service Now, Matlab

**PROGRAMMING LANGUAGES KNOWN**

Basics of C language,

Basics of CCNA,

Verilog, VHDL

**CO-CURRICULAR ACTIVITIES**

* Participated in Robotics Level-1 workshop, directed by Electrono Solutions.
* Participated in India’s Largest Technology Conference for Student Community conducted by SAP Techniversity.
* Participated in ROBO-ZEST ’13, directed by RoboSpecies Technologies, in T.John Institute of Technology.
* Participated in workshop on Wireless Sensor Networks directed by Global Logica Software Technologies, organized by Electronics and Communication Dept AMC Engineering College.
* Presented paper on “CAB TRACKING MECHANISM AND EMPLOYEE SECURITY SYSTEM” in NATIONAL CONFERENCE on “VLSI, COMMUNICATION & COMPUTER NETWORKS” held at the AMC Engineering College.

**DECLARATION**

I hereby declare that the above-mentioned information is correct, up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.