**Joseph**

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**Management**

**AN Overview**

* Accomplished and driven service manager with experience of coordinating with OEM’s for operational and financial activities having a proven track record in developing new initiatives and cultivating effective relationships both internally and externally at a variety of levels.
* Resourceful at maintaining business relationship with clients and customers to achieve quality product and service norms by resolving their service related critical issues.
* Excellent interpersonal skills with strong analytical, team building, problem solving & organizational abilities.
* Right now looking for a relevant position with a high profile and exciting employer who will appreciate my skills, experience and hard work.

**Areas of Expertise**

***Technical Skills:***

Server Systems : Basis Knowledge Microsoft Windows Server 2012 R2, 2012, 2008 R2, 2008,&2003

Storage : HP, IBM and DELL all type of storages

Virtualization : Basis Knowledge Microsoft Hyper-V and VMWare ESXi

Hardware : HP, IBM, DELL Servers, includes Rack Mount Server, Blade Servers

**Managerial attributes:**

* Experienced in the management of a field based team.
* Ability to work closely with and develop relationships with clients.
* Improving and developing the knowledge & skills of others.
* Highly organized with a positive 'can do' attitude.
* Knowledge of progress monitoring and reporting.
* Knowledge of recruiting, selecting and appraising staff.
* Able to handle communications and corporate affairs.
* Building effective and efficient teams.

**Career Chronology**

**Presently Working with Magnamious System Pvt Ltd**

**Since 2nd July 2018 Till Now.**

**Profile :- Service Delivery Manager.**

Responsible for organizing the service department & FMS Deliverables and in particular, controlling its resources and utilizing its assets to achieve maximum efficiency. Overseeing the day-to-day management of the service area of teams FMS & Server & Storage Team, Desktop/Laptop, Printers and helpdesk team, Project Delivery, Monitoring new implementation Activities, Aligning Backup Resources Delivering the Service up to Satisfaction Level of Customers.

**Duties:**

* Motivating and guiding a team.
* Seeking out, establishing and maintaining relationships with operational contacts within each client.
* Making sure that all account and contract details are up to date.
* Investigating technical issues if not resolve involve to Oem team & expedite to resolutions
* Escalating operational issues to senior management.
* Proactively developing and retaining key customer accounts.
* Responsible for FMS Service Deliverables
* Review Monthly & Quarterly the Services of FMS
* Identifying the proper resource to meet the new requirements.
* Involved in Project Planning till the closure.
* Taking corrective action where inadequate performance is suspected.
* Assisting in the development of a customer service policy for the company.
* Confirming that contracted payment terms are adhered to.
* Accurately recording service times, job costing and invoicing in the Service Department

**Eden Infosol Pvt Ltd.**

**Services Head.**

**Period :- Two Months**

**Job Profile :- Service Head**

**Indus System Pvt Ltd**

**Period: Sept2017 till March 2018**

**Job Profile: Sales Account Manager.**

**Manager Support & Services with Orient Technologies, Mumbai Since April’07**

**Job Profile**

Responsible for organizing the service department and in particular, controlling its resources and utilizing its assets to achieve maximum efficiency. Overseeing the day-to-day management of the service area of teams Server & Storage Team, Desktop/Laptop, Printers and helpdesk team.

**Duties:**

* Motivating and guiding a team.
* Seeking out, establishing and maintaining relationships with operational contacts within each client.
* Making sure that all account and contract details are up to date.
* Investigating technical issues.
* Accurately recording service times, job costing and invoicing in the Service Department.
* Escalating operational issues to senior management.
* Proactively developing and retaining key customer accounts.
* Maintaining effective control of expenses by regularly examining management accounts and comparisons with budgets.
* Arranging for all outstanding debts to be collected within due time periods set.
* Keeping costs down by focusing on the reduction of leakage.
* Taking corrective action where inadequate performance is suspected.
* Assisting in the development of a customer service policy for the company.
* Confirming that contracted payment terms are adhered to.
* Following up on all outstanding issues.

**Personal attributes:**

* Excellent customer facing skills.
* Disciplined, energetic and results orientated.
* Having a analytical approach to problem solving.
* Can create a environment where colleagues and staff can develop and excel.
* Assertive and confident.
* Self-starter, who can multi-task in a demanding environment.

**Period: March 2007 to Jan2017.**

**Job Profile: A Manager Support and services.**

Responsible for responding quickly to all customer requests and ensuring that all staff members make sound decisions based on customer satisfaction. Also in charge of Server, Storage, Desktop, Laptop, Printer and Helpdesk teams, assigning responsibilities, investigating and evaluating complaints and claims and occasionally acting as a manager on duty in the absence of other managerial staff.

**Duties:**

* Responding to issues such as service inquiries, problem resolution, and retaining accounts.
* Handling customer escalations and all customer relations issues.
* Managing customer expectations.
* Building customer relationships and loyalty.
* Quickly researching and investigating issues that concern a customer.
* Conducting visual observations of how staff speaks to customers.
* Allocating staff resources.
* Coaching and developing team members in soft skills.

**FMS Service:**

* Driving Lenovo RE Process Across Pan India
* Reviewing the Engineer to Meet the SLA of Lenovo
* Monthly Audit with Lenovo PAM.

**Period: March 2008 to march 2009**

**Job Profile: Server team lead.**

* Managing server team for 24x7 support for HP and IBM server and storage calls.
* Handling escalation for day to day support calls.

**Period: April 07 to March 2008.**

**Job Profile: Server Support Engineer**

* Handling HP DL, ML & BL server installation and Troubleshooting

**Name of the Company : Orient Technologies Pvt Ltd.**

**Period : April 07 till Date.**

**Job Profile : Sr. Service Engineer**

**Name of the Company : Anmol Computers**

**Period : June 06 till March07.**

**Job Profile : worked as Sr.Service Engineer**

**(HP Servers)**

**Name of the Company : Aargee Systems.**

**Period : May 05 till April 06.**

**Job Profile : Worked as Project Engineer**

**(HP Servers)**

**Name of the Company : Network Solutions Pvt Ltd,**

**Period : May ‘04 till April 05.**

**Job Profile : Worked as Project Engineer**

**Name of the Company : Edifice Technologies,**

**Period : Sep 1999 till April 04.**

**Job Profile : Worked as Service Manger**

**(HP Peripherals)Additional Skills**

**Backup Solution:** Symantec Backup Exec, Symantec DLO, and Windows Server Backup.

**App. Virtual. :** Citrix XenApp, Xendesktop and TS Web Access – RDP Web Access.

**Others :** **Storage ->** LUN Creation and Assignment to host.

**Clustering ->** Windows Clustering for File Server, Exchange, and SQL Server.

* Handling Onsite Customer Support for All HP Peripherals
* Good knowledge of Deskjet, LaserJet, Color Laser, Scanner & Design jet.
* Troubleshooting on Network related problems on Windows 2k,2003, NT
* Troubleshooting of all ProLiant Server (H P).
* Troubleshooting of printer and installations.
* Heading the Service Dept.
* Scheduling & Taking Reports of all Field Engineers
* Good organized planned approach towards troubleshooting.
* Handled various types of critical situations.
* Developing good relationship with customers.
* Suggesting the Management with good service polices/suggestions.
* Worked on Various Projects as Project Leader.
* Maintaining the H P ProLiant Server windows 2000,2003

**ACADEMIA**

1994 S.S.C from Mumbai University with 46.63%

**Professional Qualification**

Diploma in **Computer Engineer** from **CMS Computers**

ITIL Foundation Certified 2016

**PERSONAL DOSSIER**

Nationality : Indian

Marital : Married

Known Languages : English, Hindi, Marathi & Tamil.