**Ajay**

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**OBJECTIVE**

Seeking a challenging career opportunity where I can utilize my experience, IT skills and abilities to add value to the company.

**WORK EXPERIENCE:**

**Mphasis an HP Company- Mumbai**

**Senior Technical Support Associate and acting SME [November 2013 – July 2018]**

* Install and configure computer hardware systems, software and applications.
* Set up new users' accounts, imaging laptops and preparation and supervision of company phone for

new joiners.

* Talk to staff or clients through a series of actions, face-to-face or over the phone to help set up
* systems or resolve issues related to Windows XP, windows 7, Windows 8.1, Microsoft Office 2007/2010/2013 and other business oriented software.
* Taking ownership of customer issues reported and seeing problems through to resolution.
* Backup and restoration of data for users within the agreed SLA.
* Taking Remote of the user’s computer, troubleshooting user’s issues related to such as Documentum, Citrix, CAD related applications, various password reset etc..
* Assisting the Incident Manager’s in engaging the teams in case of Severity.

**INFOSYS BPO LIMITED - BANGALORE**

**Process Executive [March 2012 – October 2013]**

**Project : Billing & Order Management**

* Successfully handled process end to end.
* Dealing with the customer’s queries related to Billing and broken/delayed orders.
* Received appreciations for being a thorough team player and committed to work & was promoted to position of Quality Analyst on 2nd of July 2013.
* As a Quality Analyst handled a batch of 60 agents by monitoring the calls and providing one on one Feedback, side barging the calls of new joiners, dealing with escalations if necessary.
* Used to attend call calibration with the clients and analysing the scope of improvements in the process resulting in better customer satisfaction.

**TRAININGS ATTENDED**

* Client Interfacing Skills
* Order Management
* Advanced Analytical skills
* Guidelines for Effective Communication
* Active listening skills
* Quality Controls

**AWARDS**

* Summit Award for Outstanding Performance July 2016.
* Best Quality Scores and Highest Contacts (January 2016 – July 2016).
* Best Quality Scores and Highest Contacts (September 2014 – January 2015).
* Process Excellence Award from the Client in March 2017/2018.
* Have Received Multiple Monthly Summit Awards During the Spam of 56 Months.

**EDUCATION & Certifications**

* B.E. in Mechanical from Sir M.V.I.T. Bangalore (University VTU Belgaum).
* ITIL Foundation Certification through Innate Labs
* CCNA from RST Forum

**TECHNICAL SKILLS**

* Software Knowledge –Elementary knowledge of C, C++, html, FrontPage, Java Script, Auto Cad, Autodesk Inventor, Ansys.
* Office package – MS Office 2003/07/2010/2013 (Word, Excel, and Power Point), Office365.
* Worked in windows family (Windows 98, Windows Professional 2000, Windows Professional 2002, Windows 2007, Windows 8, Windows 8.1 and Windows 10).

**PROJECTS**

* I have successfully completed the project for duration of 08 weeks on “Value Stream Mapping” on the component Rear Reduction Gear Casing of Advance Light Helicopter at CNC Shop, Engine Division, Hindustan Aeronautics Limited (Bangalore Complex), Bangalore- 93.

**PERSONAL ABILITIES**

* Proficient to work and perform under high pressure situations and meeting deadlines under diverse environments
* An ideal team player utilizing demonstrable communication, analytical & problem solving skills combining strong result oriented attitude.
* Perseverance to hard work
* Retain "Can-do attitude"

**PERSONAL DETAILS**

**Date of Birth**: 18th March 1986.

**Marital Stage**: Married.