|  |
| --- |
| **First Name of Application CV No 542262**  Whatsapp Mobile: +971504753686  New_logo.gif  To get contact details of this candidate Purchase our CV Database Access on this link.  <http://www.gulfjobseeker.com/employer/services/buycvdatabase.php> |

|  |  |
| --- | --- |
| **Area of Proficiency**   * **Inter-personal and analytical skills** * **Client Relationship Management** * **Presentation skills** * **System Engineer** * **Ambitious & a fast learner** * **Determined** * **New Business Development** * **Organization Development** * **IT Technical Support Database and Programming**   **Personal Details**  **DOB:**  **5th November 1988**  **Nationality:**  **Indian**  **Marital Status:**  **Single**  **Languages:**   * English * Hindi * Kannada * Tulu   **Hobbies / Interests:**   * **Sports –** Took part in inter-collegiate competitions and also played volley ball for district level . * **Travel –** Enjoy driving and travelling places, learn and experience new culture and their cuisine * **Socialization –** I love to interact with people from different culture and society, Organize events / parties and take part in it while working as a team. Volunteer to help the society. | Key Attributes:  4 years of experience in the profession of Customer service. Worked as a Senior Technical Support Associate in all the below mentioned companies.  Career Objectives:  Seeking a challenging position to utilize my professional strength to pursue a career in a professionally managed company with opportunities for innovation, creatively grow along with organization, contribute towards the objective of organization and to enhance my personal and professional skills.  Experience :  **Organization : Dell, Bangalore India.**  **Position           : Client Technical Support Associate**  **Period             : April 2014 – December 2015 Present (Full time)**  **JOB Overview:**   * Worked as a Technical Support Associate for Dell Tech Concierge. * It’s a Software solutions wing of Dell’s in-house technical support. * Job description was to resolve customer’s concerns over the phone and remotely. * And I used sell contracts, laptop, hardware components and also sell application and Anti-virus required for the computer. * Apart from delivering technical resolution, my metrics included productivity and customer experience. * During my tenure, I was one of the top performer. I have received many awards for my performance and I have been placed in top 10 percentile during my annual appraisal.   --------------------------------------------------------------------------------------------------------------  **Organization : Convergys, Bangalore India**  **Position           : Technical Support Associate**  **Period             : November 2012 - March 2014 Present (Full time)**  **JOB Overview:**   * Worked for a project named AT&T. * Resolved customers complaints regarding TV, Internet and Phone related issues. * And I used to sell contract to the customers . * Helped the customers regarding their billing and payment information. * Resolved customer queries via phone and also took the remote access of the customer’s computer and helped resolve their issues.   ----------------------------------------------------------------------------------------------------------  **Organization : Mphasis an HP company, Mangalore India.**  **Position           : Technical Support Associate**  **Period             : November 2010 – February 2012 Present (Full time)**  **JOB Overview:**   * Excellent knowledge of networking, Virtual Private Network (VPN), Mainframe Applications, Outlook and PC related issues. * Provided base level IT supports to company personnel. * Resolved customer complaints and concerns with strong verbal and negotiation skills. * Displayed courtesy and strong interpersonal skills with all customer interactions. * Provided thorough support and problem resolution for customers. * Referred difficult issues to upper management while maintaining positive rapport with customer.   ----------------------------------------------------------------------------------------------------  Academic Qualification:   * **Bachelors in Business Management (BBM)** (2007 – 2010)   SDM College, Mangalore,INDIA   * **Pre University College** (12th Grade) - (2005 to 2007)   Canara Pre-University College, Mangalore, INDIA.   * **Secondary School Certificate** (10th Grade) - (2004 to 2005)   Shri Rama Krishna School, Mangalore, INDIA.  Technical Summary:   * Knowledge on all windows operating system * VPN CLIENT * Knowledge on MS Office * Database management   Achievements   * Was nominated as an LIM (Leverage Incident manager). I have the experience of being a SPOC (Security Point Of contact) of my team in Mphasis and Convergys. * I made a project on Karnataka Bank as a part of the final year project. * Won an award for making the customer happy by resolving their issues while working in Dell and Convergys. * Won another award in Dell for customer satisfaction.   Skills:   * Stupendous communication & analytical skills, honed with the ability to liaise at all management levels. * Thrive in work situations that require multitasking backed by a strong positive attitude & Confidence. * Ability to work on fast-paced, team-oriented environment while handling multiple priorities. * Profound ability to maintain confidentiality and professionalism. |