**ANISH**

**Anish.236176@2freemail.com** ****

**Objective:** Seeking a full-time position in a well-established company that offers professional growth and ample opportunity to learn and enrich my competencies in my profession.

**Professional Profile**

* I have more than 9+ years of experience in Customer service, User Administration, helpdesk operations, Client Operations coordinator.
* Thorough knowledge of Windows Vista; Windows XP; Windows 7, Windows Server 2008
* Excellent command of running projects & employing industry standard project management techniques.
* Strong communication skills, dynamic presentation.
* Extensive documentation and training experience.
* Quick learner with ability to grasp new skills, proven ability to work under pressure and team environment. Fluent in English, reading, speaking and writing. Willing to relocate.

**Education**

|  |  |
| --- | --- |
| **Qualification** | Bachelor of Commerce |
| **Start Year – End Year** | 2001 – 2004 |
| **College** | Samatha Degree College |
| **GPA %** |  62% |

**EXPERIENCE 1**

**Company Name: Tech Mahindra Services Ltd**

**Designation: GE Client – Operations Coordinator**

**Location: Hyderabad, India**

**Duration: October 2012 – April 2015**

**Responsibilities:**

**Operations Co-ordinator / Client GE GDC (Global Development Centre) Location Head.**

* Spoc for all Operational and compliance related activities for TMTC (Tech Mahindra Technology Centre) & SEZ locations.
* Tracking & validation of Project on boarding’s & Project off boarding’s related tasks for project activities.
* Regular follow up with BGC team ensuring associate back ground verification done within the time bound.
* Allocating resources to Projects through internal tool based on the BGC clearance & enabling Physical access to the Client location.
* Allocation of work space & asset to the resources by raising a ticket through internal tool & will coordinate with network team ensuring all the client required software’s are installed as per project team requirement.
* Coordinating with Project/Program managers regarding the resources who are not accessing the client site for some time. Upon manager confirmation on resource status physical access to the location will be disabled & system will be taken back under our control.
* Systematic follow up on daily basis with the associates, Project/program managers ensuring given system/laptop need to connect on regular basis in order to update anti-virus patches on regular basis.
* Any soft/hard tokens like VPN, Smart cards, Mobile phones given by client need to handover from the resources once they released from project.
* Reviewing CCTV footages on monthly basis, any discrepancy noticed will be followed up & make it to closure.
* Tracking of all the resources like Project allocation, Physical access, and asset / work space information, soft/hard tokens if any mapped will be tracked through internal tool.
* Coordinating with central physical access team on weekly basis & update on any changes required.
* Raising a request for stationary in inventory tool like books, pens, markers, staplers, pins & others. I will keep a track on all the items utilized by the project resources & if any huge requirement need to produce business justification.
* Conducting SPOT audits in the location and ensuring the associates be aware of GEGDC (Client) guidelines, coordinating all activities pertaining to both internal & external audits.
* Placing the monthly evidences in the central access folder for internal/external Audit Requirements.
* Maintenance of all registers like Visitor, Other location, Vendor & Inward/Outward placed at security and ensuring the details are correctly entered & monitored for Audit purpose.
* Coordinating with compliance related activities and ensure everything is in place in up-front, Compliance team will be SPOC and responsible for GE GDC/GE IDC Audit schedules.
* Sending weekly and monthly reports on operational activities to the management.
* Co-coordinating with CS, Infra teams on the location specific requirements like Procurement of new systems, Client visits & their necessities.

**EXPERIENCE 2**

**Company Name: Satyam Computer Services Ltd**

**Designation: Customer Service executive (24\*7)**

**Location: Hyderabad, India**

**Duration: January 2008 – Sep 2012**

**Cross trained: Immigration/Time Sheet Management & Joining’s**

**Responsibilities:**

* Single point of contact for all the internal associates in availing conveyance, accommodation & air tickets.
* Based on approved travel request will coordinate with tie up vendors in booking associate request.
* Handled almost average 50 calls per day & over 100 mails response per shift.
* Maintained 100% SLA in calls & mails.
* Maintained consolidated sheets for all the cities in week & month wise.
* Preparing PPT for monthly review on process & individual performance.
* Provided KT for the new joined associates & ensure they handle calls & emails individually.
* As a part of the conveyance & accommodation, handled billing process & ensure payments released to tie up vendors on time.

**EXPERIENCE 3**

**Company Name: Bajaj Auto Finance Ltd**

**Designation: Sales cum Finance executive**

**Location: Hyderabad, India**

**Duration: October 2004 – Dec 2007**

**Responsibilities:**

* Attending each customer & explaining about the two wheeler product about the specifications best out of it.
* Maintaining customer walk in details with contact numbers & address.
* Regular follow ups with the customers over call on their interest towards the product.
* Providing best finance options for the customers.
* Brief information on the documents required in order to proceed with two wheeler finance.
* Coordinating with the finance company for approval process.
* Finance documentation, Invoicing & ensuring product delivered.
* Coordinating with finance company for disbursement of the amount to dealer.

**Key Competency Areas**

* Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
* Manage day to work as well as take up trainings on requirement.
* Successfully engage in multiple initiatives simultaneously.
* Comprehensive problem solving capabilities.
* Highly flexible, highly initiative and motivate.
* Ability to negotiate with people even in any difficult situation.
* Able to work under stressful conditions meeting with deadlines.
* Able to work in a team environment.
* Ability to follow instructions and pay attention to details, Quick learner, willingness to learn.

**Personal Details**

**Date of Birth :** 10-04-1984

**Nationality :** Indian

**Sex & Marital Status** : Male, Married

**Languages Known :** English, Hindi, and Telugu

**Hobbies :** Playing Billiards, Listening Music.