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| **DSC_6123 copy**  **Farzana**  **ITIL Certified** professional targeting senior-level assignments in **Project Management, and Customer Support Operations** with an organization of repute, preferably in Dubai  [**farzana.349326@2freemail.com**](mailto:farzana.349326@2freemail.com) | | |
| core24x24icons Core Competencies | | knowledge24x24icons Profile Summary |
| |  | | --- | | Customer Support Operations | |  | | Service Operations | |  | | Reporting & Documentation | |  | | Client Relationship Management | |  | | Escalation Management | |  | | Team Management | |  | | Technical Support | |  | | Liaison & Coordination | |  | | Troubleshooting | |  | | * Offering **nearly 10 years** of experience in Customer Support Operations, Technical Support, and Project Management Support * Skilled at mapping requirements of clients and developing, transitioning and customizing processes in line with specified guidelines * Possess credibility & integrity that leaves long lasting business relationships with decision makers, motivates employees * Proficient in managing documents for streamlining projects to facilitate achievement of organizational objectives and ensure profitability of operations * Hands-on experience in project coordination activities entailing planning, scheduling, application maintenance & enhancement, project progress monitoring, regular reporting to various stakeholders and delivery * A keen communicator with honed interpersonal, problem solving and analytical capabilities | |
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| career24x24icons Career Timeline  Brigade Corporation India Pvt. Ltd., Hyderabad  IBM India Pvt. Ltd., Hyderabad  SEPCO Electric Power Construction Corporation, Sheikh Zayed Road | | |
| Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\education24x24icons.png Academic Details  **Since 2015**  **2014-2015**  **2011-2014**  **2009-2011**  **2007-2009**  Wipro India Pvt. Ltd., Hyderabad  ISYX Technologies, Dubai   * Bachelor of Commerce from Little Flow Degree College, Trimulgherry, Hyderabad – India in 2006   **Other Course:**   * PMP Course from Clarity (Consultants Institute) in 2015 | | |
| Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Professional-Affiliation24x24icons.png  Certification  ITIL Certified  exp24x24icons Work Experience  **Since Mar’15 –Mar’17: with SEPCO Electric Power Construction Corporation (Master Gas System Expansion - Phase I and Phase II), Conrad Tower (Sheikh Zayed Road) as Project Coordinator**  **Key Result Areas:**   * Identifying & resolving all administration related issues like Stationary, Organizing Meeting Requirements, Team Building, and so on * Arranging weekly meeting with clients such as ARAMCO, preparing MOM, and maintaining transmittals * Holding Engineering Negative Variance Workshop, SEPCO Internal Meeting, & Substation Meeting to identify the targets every week and complete before next workshop * Set up and maintained paper and electronic filing systems for records, correspondence, and other materials. * Collected deposits and payments, or arranged for billing procedures. * Managed day to day procedures on local projects. * Compiled and forwarded project information to our corporate location. * Arranged conferences, meetings, and travel reservations for office personnel. * Provided support to PMT with personal & work related duties, as well as formulated letters & documentation * Drafting & presenting weekly and monthly project reports and additional client requirement documents * Managing organization events, lunches, & dinners, and participating in the events as requested in a PR/Hostess capacity   **Highlights:**   * Mentored & monitored a team of (5) to achieve the milestone before deadline under Quality Control Guideline * Received Appreciation Letter / Award from Project Manager for supporting project to achieved Project targets.   **Sep’14 – Mar’15 with ISYX Technologies, Dubai as Executive Assistant**  **Key Result Areas:**   * Performed activities such as: * Coordinating with customers & prospects to arrange appointments or make follow-up calls to confirm orders or delivery dates * Coordinate with sales executives to better align company goals and tactics. * Ensuring maximum customer satisfaction by administering accuracy & timely processing of orders * Performed routine duties as Travel Coordinator , researched flight options and booked flights, hotel reservations, and rental car reservations * Responsible for management of various online accounts; business banking, including the processing of bank wire transfers and other types of online business banking. * Scheduled and arranged internal and external meetings and appointments. Coordinated special events, executive dinners; arranged for catering. * Orchestrated conference calls, handled heavy volume of incoming and outgoing calls, screened callers. * Performed purchases in support of both Executive and Company Operations. * Maintained organizational calendars, ensuring all scheduled events occurred with zero * Monitoring & ensuring that sales & marketing activities were integrated * Developing OPD and Purchase Order Files; raising invoices, and submitting to customers * Gathered & furnished information to the finance department on incoming orders for forecasting cash flow   **Feb’11 – Sep’14 with IBM India Pvt. Ltd., Hyderabad as Escalation Mailbox Team Lead**  **Key Result Areas:**   * Ensured timely closure of open tickets, solved all issues related to Microsoft Outlook , troubleshot complex technical issues, managed escalations, and so on * Documented technical & process solutions; drafted knowledge articles to enhance service desk and escalation desk resolution * Managed & troubleshot: * Microsoft applications like MS Office, Internet Explorer, Operating System, and issues related to Virus / Malware * Connectivity related issues like VPN & Wireless * Laptop / desktop HW and computer peripheral issues like local / network printer * Regulated ID and access management (active directory & application), as well as monitored creation, deletion, modification and transfer of user accounts in Active Directory   **Jan’09 – Feb’11 with Wipro India Pvt. Ltd., Hyderabad as Sr. Technical Support Associate**  **Key Result Areas:**   * Rendered computer help desk support through telephone communications with customers * Acted as first point of contact for telephone support; configured & maintained LAN and Wireless Networks * Streamlined desktop support activities such as troubleshooting, and software & hardware installations * Monitored environment security and informed security alerts to staff and weekly data backups   **Aug’07 – Jan’09 with Brigade Corporation India Pvt. Ltd., Hyderabad as Technical Support Associate**  **Key Result Areas:**   * Working with customers/employees to identify computer problems and advising on the solution * Logging and keeping records of customer/employee queries * Analyzing call logs so you can spot common trends and underlying problems * Updating self-help/Knowledge base documents so customers/employees can try to fix problems themselves * Working with field engineers to visit customers/employees if the problem is more critical * Testing and fixing faulty equipment   personal-details24x24icons Personal Details  **Date of Birth:** 31st October 1984 **Nationality:** Indian  **Languages Known:** English, Hindi, and Urdu **Visa Status:** Visit Visa  **Driving License:** Na  **Marital Status:** Single  **No. of Dependents:** 2 | | |