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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** |
| core24x24icons Core Competencies | knowledge24x24icons Profile Summary |
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| Customer Support Operations |
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| Service Operations |
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| Reporting & Documentation |
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| Client Relationship Management |
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| Escalation Management |
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|  Team Management |
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| Technical Support |
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| Liaison & Coordination |
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| Troubleshooting |
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 | * 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 TimelineBrigade Corporation India Pvt. Ltd., HyderabadIBM India Pvt. Ltd., HyderabadSEPCO 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., HyderabadISYX 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
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|  Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Professional-Affiliation24x24icons.png CertificationITIL 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  |