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Gurgaon.

Overview

Seeking a challenging career in an esteemed organization to grow professionally by strengthening my technical and analytical skills and earning good reputation with which I work, always keeping in mind the goals of the organization as the prime objective.

Professional Experience**Company: Eagle Information Systems (P)Ltd (12th OCT '2020 to till date)****Projects: max healthcare institute limited, (onsite)****Role: Team Lead – Asset & Software compliance management, Toll managements**

- Handle asset inventory of more than 3500 assets.
- Coordinate with location lead to share the daily IMAC report to maintain database
- Coordinate with location lead if any changes and movement required for asset
- Manage asset of all locations of Maxhealthcare including CORP office.
- Plan asset allocation for the new joining
- Monitor asset lifecycle and share daily report with the manager.
- Coordinate with the procurement dept. for the new assignments and coordinate with backend team for the delivery of new Assets.
- Plan for replacement of asset after the approval
- Monitor location wise data on weekly basic and share the report with location manager
- Working on manage engine toll for the centrally asset and software verification
- Liaise with account teams on all MACD requests and any other database integrity issues

Company: Team computers Pvt. Ltd. (12th Sep'2016 to 11th OCT 2020)**Projects: Pramerica Life Insurance, (onsite)****Role: Service coordinator – Asset & Software compliance management, Toll managements**

- Handle and resolution of service call of more than 3500 assets.
- Total network 14 engineers and 24 venders
- Manage asset of all 126 locations of Pramerica office including 4 regional offices.
- Plan asset allocation for the new joining
- Monitor asset lifecycle and share daily report with the manager.
- Coordinate with the procurement dept. for the new assignments and coordinate with backend team for the delivery of new Assets.
- Understanding the requirement of customer and Providing solution over the call
- Managing software compliance, installation and troubleshooting in customer environment.
- Share team performance and pending call report to the client on daily basic
- Provided inter-departmental collaboration by escalating unresolved issues to appropriate support functions.
- Performed quality assurance check of tickets processed by team

Projects: Central Bank of India, Oriental Bank of commerce.**Role: Senior service coordinator- installation project**

- Leading all the asset installation and IT support activity
- Handling inbound call and provide support to end user over the call
- Understanding the requirement of customer and Providing solution
- Managing software compliance during asset replacement

- Providing the solution on remote
- Preparing installation and vendor payment report.
- *Assign service and installation call on daily basis to engineer and vendor and close within TAT.*

Projects: Maruti Suzuki India Ltd. (onsite)

Role: Installation project lead, IT Support, IT asset managements,

- Leading Installation and replacement Project involved laptop, Desktop, IPAD, Workstation
- Deployment of all asset within the SLA and timeline provided by Maruti Suzuki India LTD and Team Computer Pvt. Ltd.
- Managing asset more than 3000 which cover under warrant and AMC
- Asset inventory management with the help of vendor and location engineers.
- Handle and resolve customer complaints/inquiries via mail or phone in a timely and accurate manner
- Providing the solution on remote or over the call
- Monitoring all logged calls and assigning an engineer to resolve it within TAT
- Conducting the review meeting with concerned person and provide weekly data of installation and service call
- Documenting the solution testing and issues faced.

Company: Livpure Pvt. Ltd. (30th July 2015 to 09th Sep 2016)

Role: Service coordinator

- *To Take of Care Of Service for Entire Livpure water purifier Products for Jharkhand /Bihar*
- *Total Network of 14 franchises and 16 service engineers.*
- *Operations and customer care services to ensure total customer satisfaction*
- *Assign engineer and franchises to logged calls by customer and ensure closer on time.*
- *Maintain 90 % TAT of service call.*
- *Evaluation of Service formulation of catch up plans in weak Areas*
- *To study happy call reports on Weekly basis and take corrective actions to improve service perception.*
- *Coordinate with sales team and ensure product installation on time*
- *Maintain 95% TAT of installation*
- *Coordinate with engineer and franchises for ACMC renewal of the Product.*
- *Ensure to generate max. ACMC renewal.*
- *Collecting & collating data on repeat service call / other specific complaints & discussing the same with the service team for counter measures.*

Company: MK Informatics Pvt. Ltd. (3rd April 2014 to 10th Feb 2015)

Role: Customer Relationship Executive

- Monitoring User call and provide IT support over the call
- Share daily report to BOSS.
- Preparing daily sales report to Boss.
- Managing IT related issue and provide resolution

ACADAMIC QUALIFICATION

<i>Examination</i>	<i>Board/University</i>	<i>School/College</i>	<i>Year of Passing</i>
<i>B. Tech in Computer Science</i>	<i>Gautam Buddha Technical</i>	<i>Sherwood College of Engineering Research</i>	

	<i>University</i>	<i>and Technology</i>	<i>2014</i>
<i>Intermediate</i>	<i>U.P. Board</i>	<i>S.S.Y.I.C.P.J Jamuan</i>	<i>2008</i>
<i>High School</i>	<i>U.P. Board</i>	<i>G.J.I.C Gorakhpur</i>	<i>2005</i>

Technical Skills

- Technical Troubleshooting.
- Network basic troubleshooting
- Excel,
- MS Word
- Power Point
- ITIL
- Active Directory (Provided basic system administration support, including user account maintenance, Modified user privileges and assigned users to appropriate security groups and password management via Active Directory)

Personal Details

FATHER'S NAME : MR. Vijay Shanker
DATE OF BIRTH : 25th Aug 1991.
SEX : Male
MARITAL STATUS : Single
Language :English ,Hindi

VERBAL FLAIR : , Hindi
Location preference : Willing to relocate.

Place: Gurgaon

(Anshuman Singh)