SREEJITH KUMAR T.V

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Vattekkunnam, Pattalam Nasser Road

Edapally North

ERnakulam-682024

PROFESSIONAL OBJECTIVE/ASPIRATIONS

Seeking an exciting career in an organization that makes the best use of my skills & capabilities and offers good prospects to my career and helps me to achieve new heights. A challenging and rewarding career that will justify my hard work, total dedication, and high energy. Intend to pursue a career in system management with a leading corporate or hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a keyplayer in a challenging and creative environment.

PROFESSIONAL SUMMARY

17 Years of Experience in the Support field.

Field of interest is in Office Administration, Operations, Marketing, CustomerRelationship Management, System Administration, Customer Support, Desktop Support, Software programming, Computer assembling, and troubleshooting etc. Worked extensively in almost all types of configurations of computers, products, andMicrosoft products.

PROFESSIONAL PROFILE

Administration and Operation Manager in IT Department: NATIONAL COLLEGE-NICT (Kannur and IGNOU University, Authorized Tally and SAP Partner), Kannur, KERALA (from April 2013 to Present):

As an Administrator, I want to take care of the overall administration of the department, take care about entire business operations,recruitment of new staff, Marketing, and Business Development activities, etc... Also want to manage the development of the computer training section (NICT). For this, I want to analyze thebusiness and plan different strategies to improve the business. I want to market theAccounting and Educational products from tally Solutions Pvt. Ltd. Bangalore and SAP. Plan and execute different types of Campaigns to market the same. http://www.nationalcollege.info

Product Head: Marketing & Customer Relationship Manager in Smartsoft Business Solutions, Kochi (from January 2012 to December 2012):

During this period I am the product head of Microsoft Dynamics CRM 2011 and marketing manager of other IT products. I also want to manage the customer relationship through CRM dynamics by controlling different activities of Leads, Opportunities, Accounts, Contacts, Creating marketing lists, planning campaign activities for marketing and sales development, Generating reports, etc. of four different branches in Kerala. We are the Channel Partners for IBM, Dell, Lenovo Microsoft, EMC, Fujitsu etc.

http://www.smartsoft.co.in

Service Manager at Inexoft Technologies, Kannur, Kerala (Since Jan 2011 to Sept 2011).

The main duties include supporting management by developing Center policy and procedures, Recruiting and Training the staff, Team building, Salary and Benefits calculation …etc. This is a pioneer and single-point utility center for various innovative information technology and software development services. http://www.inexoft.com

Branch Manager at Accel IT Resources, Kochi, Kerala (from June 2010 to Dec 2010).

This is a great opportunity for me to working in such a big company with its Head office in Chennai. I want to manage a team of 27 members. It would give me more responsibilities. My Duties include Achieving the target set for the branch. Developing & training of subordinates. Identifying and screening candidates for replacement/fresh recruitment. Ensure strict compliance of QMS (ISO) across all functions. Supervision of work carried out by the sales/technical team. Maintenance and up-keeping of center premises. Ensure all local statutory requirements are paid on the duedate. Conducting induction training to all new joiners before put on work. Appraisal of employees working in the branch. Ensure certificates/course materials are issued tostudents on time. Ensure all documents related to QMS are maintained regularly. Ensure the quality of services provided to customers is the best. Competitor analysis. Ensure proper handing over/taking over is done and all related documentation is completed beforerelieving the resigned employees. Ensure proper maintenance of staff attendance register. Ensure all emails are replied to immediately. Ensure all reports are sent to the concerned on time. Ensure customer feedbacks are taken regularly and the center meets minimum CSS % of 80 at all time. Handling customer complaints and taking corrective actions. Conduct daily meetings in the center with all staff and keep them updated.

Branch Manager / Marketing Manager in M/S Karuna Computer Education Payyanur, Kerala (From June 2003 to May 2010).

During this career I was a Branch Manager cum Marketing Manager by controlling and training the employees, sales and education activities in the branch, want to plan the marketing activities of every month for development of our business. I want to manage a team of 35 members. Also want to configure and resolve networking and system problems.It would give me more responsibilities. These jobs made me more confident over managing and training the staff, control them and plan the day-to-day activities to improvethe performance of the firm, Sales activity promotions, etc. Also doing the System and Network Administration, Crimping, Cabling, Computer assembling, and troubleshooting and as well as personal correspondence.

Branch in Charge come Faculty (Hardware & Software) in M/S Trident Computers, Ezhilode, Kerala **(From June 2002 to April 2003).**

EDUCATIONALQUALIFICATIONS

Computer Engineering with a mark of **71.75 %** Conducted by Department ofTechnical Education, Kerala (April 2002).

Pre- Degree with a mark of **50.00 %** Conducted by the University of Calicut(April 1999).

S.S.L.C. with a mark of **79.33 %** Conducted by Board of Public Examination, Kerala(March 1997).

TECHNICAL QUALIFICATION

- ➢ IBM Certified Specialist - System x Technical Fundamentals
- ➢ Microsoft Dynamics CRM 2011
- ➢ EMC Velocity Affiliate Development for Sales 2012
- ➢ Microsoft Certified Systems Engineer (MCSE 2003).
- ➢ Advance Diploma in Computer Hardware and Network Engineering

SKILL SETS

Programming Languages:	C, C++, VB, HTML PHP, Java Script
Databases:	Microsoft Access, FoxPro, Oracle, MySQL
Accounting Package:	Tally ERP 9
Operating Systems:	Windows 2003 Server, Windows 10
Low Level Language:	Intel 8085, 8086
Packages:	MS Office, MS Office 365

PERSONAL PROFILE

Date of Birth:	15th APRIL 1982
Present Address:	Vattekkunnam, Edapally North
	Kochi, Ernakulam, -682024

Permanent Address:	Theruvath Veedu
	Kuthirummal
	Kunhimangalam (P.O)
	Kannur, Kerala, 670 309
Passport No:	N 7802029
Issued at:	Kozhikode
Date of Issue:	12/02/2016
Date of Expiry:	11/02/2026

LANGUAGES KNOWN

➢ Good command over verbal and written English, Malayalam

➢ The understanding ability of Tamil, Malayalam, English, and Hindi

REFERENCE

Mr. T K Vijayan, Coordinator, National College, Taliparamba, 9497300682

Mr. Jijikumar, Regional Manager Tally Solutions Pvt Ltd. Mob: 9995893727

Ms. Susan Mathews, Regional Manager, Smartsoft Kochi. Mob: 9446866201,

Mr. Damodaran, GM, Accel IT Resources Ltd, Kochi, Mob: 9995822870,

Mr.Shyju.K.V, CEO, Karuna Technologies, Nr. Gandhi Park, Payyanur. Mob: 9847311321.

Mr. Subash, MD, Inexoft Technologies, 9846113263.

My belief is inconsistency and perfection of work so that it makes an impression, whichshould be everlasting. Thanks for your time and effort in reviving my credentials.

Yours Sincerely,

SREEJITH KUMAR T.V.