

- To find an opportunity with a company that will allow me to utilize my skills and ability and to acquire a challenging and rewarding position, to develop personally and professionally and achieve goals.

➤ **Academic qualifications:**

- B com graduation from UGC/ DEC recognised and approved university in 2013-14.
- SSC and HSC from Maharashtra State Board in 1999-00 and 2001-02 respectively.

➤ **Professional courses:**

- Diploma in basic computer applications from Parel Vidya Mandir Computer Education trust.
- Done diploma courses into PC + Network engineer from pvt. Institution.

➤ **Personal Attributes:**

- Positive attitude, Strong analytical and solutions, Incident & Problem Mgmt skills.
- Self motivated, Operates independently with less supervision, proactive and flexible attitude.
- Phone ethics, excellent written, verbal and inter-personal communication and convincing skills.
- Good negotiator, ability to multitask and work well in a team.

• **Work Experiences:**

(Sept 2015 – till date)

- ❖ Currently working with, **Bharti AXA Life Insurance co. Ltd** as. ‘Sr. Business Manager’ Agency channel (SBM).

➤ **Roles & Responsibilities:** Reporting to Chief Manager, the key deliverables of the role will be; customer centricity.

- Motivate, mentor and coach the Life Advisors to deliver superior experience to the customer.
- Ensure constant review and ensure there is no miss-selling or customer complaint, achieve team sales target.
- Conduct weekly / monthly meeting to review performance, disseminate Company information, address common problems and concerns and rally the team to achieve goals.
- Identify agent’s development needs and work with Training Department to schedule appropriate technical, product and skills training.
- Accompany agents on customer visits to support and improve sales skill.
- Provide management with competitor information.
- Meet customers to resolve issues where necessary

- ❖ Worked with **Harry Travels**, as ‘Sales Manager.

➤ **Roles & Responsibilities:**

(Aug 2012 – Aug 2015)

- Welcoming customers and handling leads generated through various online and offline ad posting mediums.
- Taking details from the prospects regarding their tour plans, regular follow ups, client meetings, customer’s interests.
- Coordinating with the accounts and sales team and senior management team to get quotation for the same.
- Presenting and explaining to the prospects the proposed itinerary and convincing them to buy.
- After confirming the sales, request to operations for booking the services, obtain service vouchers and arrange to collect money from the customer.
- Managing Direct sales – maintaining rapport with clients, cold calling through different sources.
- Enhancing customer satisfaction matrices by achieving delivery & service quality norms.
- Build an accurate and effective database of current and potential clients for future projects.
- Maintaining healthy rapport, business relations with clients and derive and achieve repeat/ referral business.
- Guiding the sales team on negotiating deals for selling various holidays and package tour services.
- Handling, motivating, training and mentoring sales team to meet their targets and reach their bench mark.
- Managing all the activities given by the management on timely basis.

- ❖ Worked with **Omnitech InfoSolutions. Ltd** as, 'Remote Support Engineer L1' for **VFS Global Services Pvt. Ltd.**  
➤ **Roles & Responsibilities:** (Sept 2010 – July 2012)
  - Providing level1 support to investigate, diagnose and solve both hardware and application issues of internal users.
  - Configuration and performance tuning of desktops, laptops, thin clients and multifunction and local printers issues.
  - Provide users with advice and guidance on the phone and Desk side by remote via, **PCAnywhere / Team viewer**.
  - Co-ordination with vendors to repair and replace the damaged hardware and testing and register them on firewalls.
  - Knowledge of **VPN** and peripheral devices to **Biometric** systems and other network parts i.e. ethernet cabling.
  - Escalate and coordinate cases with UK global IT team/ service desk/ ISP and vendors to resolve the repeated issues.
  - Perform Installation, configuration and maintenance of MS office up to include 2010 outlook email setup.
  - Daily activities involve systems/ network link monitoring, system logs, NT backup management on tapes.
  - Patch management and updates regularly, updating **Symantec** antivirus and desktop management tool, **Altiris**.
  - Follow-up with service desk on status for pending issues, incidents and chase 3rd parties from call to closure.
  - Basic administration of user a/c on Active Directory, DHCP, DNS and networking concepts on remote systems.
  - Documentation of all sites technical incidents, troubleshooting procedures for resolved issues to the knowledge base.
  - Preparing report on IT service calls sheet for pending or closed incidents to send for review of global support team.
  - Manage multiple work streams in parallel, in an effective and proactive manner.
  - Capture, log and update incidents via a call management system according to SLAs.
  - Knowledge of ITIL and experience of working within an ITIL environment.
- ❖ Previously worked with **Stream Global Services Pvt. Ltd.** as, 'Technical Support Professional' for **HP process.**  
➤ **Roles & Responsibilities:** (Dec 2009 – June 2010)
  - Act as a SPOC to technical issues on daily basis for US customers relate with HP systems and other peripherals.
  - Diagnose, installing and troubleshooting IT hardware and MS software with fix bugs and update patches
  - Troubleshooting the LAN connectivity issues and escalates the same to respective ISP on conference calls.
  - Escalate critical issues when appropriate, providing issue details and feedback to concern teams.
  - Giving proper guidance to the customer's for optimizing the desktop's speed and functionality.
  - Resolving issues related with the anti-virus, spywares and malwares on the desktops remotely.
- ❖ Last worked with **Trimax Infrastructures & Services Ltd.** as, 'Sr. FMS Engineer' for **IGS Pvt. Ltd. (Serco).**  
➤ **Roles & Responsibilities:** (Sept 2007 - Dec 2009)
  - Primarily solving system and application issues reported to helpdesk in AHT and company SLA.
  - Diagnostic and troubleshoot of branded systems i.e. **IBM, HP-COMPAQ, Dell**, and HP thin client.
  - Handling Desktop, laptops system and application issues and other Network issues as requested.
  - Remote hardware troubleshooting, taking back up of client important data on compact discs/DVD.
  - Management of Antivirus and malware with **MacAfee EPO** and **WSUS** updates from server update services.
  - Troubleshooting issues with **Avaya IP phone/ CMS Avaya WFM** and **NICE** call quality analyst tools.
  - Actively escalating major issues with connectivity to the concern network team on client site.
  - Provide onsite support; troubleshoot for **VC** devices as, Polycom/ Cisco issues faced by the customers.
- ❖ Lastly worked with **Crompton Greaves Ltd.** as, 'Trainee Support Engineer' Mumbai. (Aug 2005 - Nov 2005)  
➤ **Roles & Responsibilities:**
  - Setting up new systems, diagnose, troubleshoot and upgrades of systems hardware parts and resolve software issues.
  - Configuration of internet sharing by proxy setting on the systems as and when required.
  - Configure and troubleshoot the Outlook express & lotus notes e-mail client issues.
  - Setup & troubleshoot both the network and USB printers as per client's requirements.
  - Taking data backup of the systems with issues on DVD's or external drives to solve the issues.
  - **McAfee** antivirus agent ver. 4.0 and **EPO** client installation, configuration & troubleshooting.
  - New setup done successfully includes installation of systems and IP network for the total systems.
- ❖ **Personal Details:**  
 Date of Birth: - 14<sup>th</sup> May 1982, Marital status: - Married, Nationality: - Indian, Passport no: - M0671897,  
 Passport validity: - 08/ 2024, Notice period: - 15 days or less.