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Sagar Sahasrabuddhe ⭐ Featured

ITIL,Solution Consultant seeking assignments in Pre Sales Consulting,IT Program Management,Service Management,Asset Management,Project Management,Training Management,Technical Support,Application Support,Software Installation,Software Configuration

Current Designation: Solution Consultant (Pre-Sales)

Current Company: Symphony Summit

Current Location: Mumbai

Pref. Location: Bengaluru / Bangalore,Delhi / NCR,Mumbai

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Solution Consultant,Tech Support Engineer,Pre Sales Consulting,IT Program Management,Service Management,Asset Management,Project Management,Training Management,Technical Support,Application Support,Software Installation,Software Configuration,ITIL

Verified : 📞 Phone Number | Email - id

Total Experience: 14 Year(s) 0 Month(s)

Notice Period: 3 Months

Highest Degree: Masters Diploma [Computer Hardware and Networking]

Last Active: 5-Oct-20   Last Modified: 5-Oct-20

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Summary

ITIL,Solution Consultant with 14 years of work exposure in Pre Sales Consulting,IT Program Management,Service Management,Asset Management,Project Management,Training Management,Technical Support,Application Support,Software Installation,Software Configuration.

Work Experience

⦿ **Symphony Summit** as Solution Consultant (Pre-Sales)
Nov 2014 to Till Date

Proof of concept (PoC) - realization of a certain method or idea in order to demonstrate tool value & potential to close the deal with Sales Team
Handling Summit flagship product- the Summit ITSM platform.
Handling key application across Service Management, Asset Management, Availability Management & Project Management on a single suit.
Implementing the application on Windows Internet Information services
Managing training to client about product, checklist, Implementation plan & technical documentation.

⦿ **Avhan Technologies Pvt Ltd** as Sr. Implementation Engineer
Mar 2011 to Oct 2014

Handling Avhan Dialer & IVR applications, Implementation of Avhan application on site.
lead project planning and process review as per contact center requirements.
Provide installation support and implementation plan and ensure the smooth implementation.
Perform software installation and configuration such as web service integration with Siebel CRM.
Product training to contact center with technical documentation.
Coordination with telephony vendors and configuration (Aculab, Dialogic, Sangoma)
Provide data migration guidance (MY SQL, MS SQL, data replication)
Provide assistance with going live after implementation.
Provide ongoing support.
Customer Satisfaction & monthly review meeting about the up time & downtime.
Coordinated with development and Quality Assurance teams and analyzed client's business and ascertained their requirements.

⦿ **Ican BPO** as Dialer Executive
Jul 2010 to Mar 2011

Managing the Outbound & Inbound Call Center Setup. potentially improve the productivity of the Call center agent or a Sales Person

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Education

UG: **B.A (Pass Course)** from **Mumbai University** in **2012**

PG: **Masters Diploma (Computer Hardware and Networking)** from **CAT Education** in **2006**

Other Qualifications/Certifications/Programs:
ITIL Foundation Certified

IT Skills

Skill Name	Version	Last Used	Experience
MY SQL, MS SQL,			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				

Affirmative Action

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**