

Vishal Vinayak Surve.

Address:

Omkar Apartment, PL5,
B.No. 8/12, Sector – 14,
Khanda Colony,
New Panvel (W) 410206

Mobile: 9967447433

Email: vishalsurve7@gmail.com

Passport No :G1903732

Academic Details

- B.E. (Electronics and Telecommunication)
Saraswati College Of Engineering, Kharaghar,
Navi Mumbai (Mumbai University)
Passed in with Pass class in May 2014.
- H.S.C. Science
Modern College of Arts, Commerce and Science, Vashi.
Passed in with First Class
- S.S.C.
Modern School, Vashi.
Passed in with First Class

Computer Knowledge

- Operating System – Windows XP, Windows 7, Server 2003.
- Oracle 10g, Microsoft Excel, MS powerpoint
- Completed MSCIT with 82%marks
 - Excel Dashboard Basic

Industry Experience.

.Company Name: Eclerx Services Pvt Ltd. (Since June 2015 to till date)

Position Held: Analyst

Process – Data Operation

- Online web support & maintenance for one of the largest computer company
- Web Business Analysis on client website in 24 East - Middle East Africa European countries.
- Reporting using MS Excel and SQL

Responsibilities

- Web Business Analysis on client website in 24 East – Middle East Africa European countries.
- Client interactions and issue resolution across sales platforms
- Carrying out functional testing to ensure proper implementation through Audit.
- Provide on the floor training to team members.

Process – Cable and Telecom Services

Responsibilities

- Monitoring Customer Interactions
- Analyzing Customer accounts.
- Verifying customer accounts as per data available.
- Referring unresolved customer grievances to designated departments for further investigation
- Meeting process expectations with high quality standards and adherence to SLA's
- Making report/presentations independently, generating daily as well as monthly productivity report of team.

Company Name: M/S Nexus Techno Solutions Pvt. Ltd.

Client: Stock Holding Corporation India Ltd (Navi Mumbai)

Position Held: Tech Support Executive

Responsibilities

- Should be able to understand the technical support calls
- Review of weekly report of all the Technical Support calls.
- Ensuring the support calls handled and resolved as per TAT
- Analyze the cause and effect of the problems and take action to resolve

Reference : Available On request

Declaration:

I do hereby solemnly declare that the facts mentioned above are true and correct to the best of my knowledge and belief and nothing has been concealed.

Place: Navi Mumbai

Vishal Vinayak Surve