**Vimala Devi .P**

**+919940481556 vimmirp@yahoo.co.in**

**Career Objective**

To pursue a highly challenging career, where I can apply my knowledge, acquire new skills and contribute effectively to grow with organization.

**Working Experience:**

**Wipro infotech, Chennai**

**Designation**  : Technical Engineer - Desktop software management

**Period** : From March 2012 to till now

**Responsibilities:**

**Vendor Management:**

* Regular Service Review meetings with different vendors like Dell, HP and Cannon.
* Ensuring only approved changes are scheduled, changes are clearly documented and communicated, and changes are successfully implemented in accordance with the plan..
* Third Level contact for any incidences
* Implementing new process in the site
* Monitoring all the process that are implemented and persisting in the site
* Responsible to review the performance of Regional vendor on the SLA and delivery part.

**Quality Assurance**

* Escalated all general & quality issues beyond control to the top management for quick solutions.
* Responsible for handling all project related & technical escalations.
* Guaranteed customer satisfaction by responding to all escalations regarding projects.
* Ensure that quality is used as a tool to improve customer satisfaction and enhance service delivery

**Southern Medicare Pvt ltd, Chennai**

**Designation** : Service Delivery Executive

**Period** : From June 2008 to Feb 2012

**Responsibilities**:

* Maintained all systems to ensure nil hardware problems during operation.
* Asset maintenance
* Vendor co ordination

Over all advisors for IT related queries and procurement in the company.

**Educational Qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Courses** | **Institution Studied** | **% Of Marks** | **Grade** |
| MBA | Anna University | 70 | **I** |
| B.E | Tagore Engineering college , Chennai | 74 | **I** |
| HSC | NKT National Hr.Sec.School , Chennai | 90 | **I** |
| SSLC | NKT National Hr.Sec.School , Chennai | 91 | **I** |

**Personnel skills**

* Comprehensive problem solving abilities
* Good in Excel, Word and power point
* Ability to deal with people diplomatically
* Willingness to learn team facilitator hard worker.
* Proper time management

**Co.curriculur Activities**

* Have participated Paper presentation in Nomadic Computing.
* Participated Symposium in other college.

**Academic Chronicle**

* Have won school top score in SSLC.
* Have got prizes for securing highest marks in X, XI.
* Had been a member of Social welfare activity group in school.
* Stood First in Inter school Group Discussions.

**Personal Information :**

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Ashtalakshmi nagar, sundarapuram,

Coimbatore - 24

Email [vimmirp@yahoo.co.in](mailto:vimmirp@yahoo.co.in)

Date of Birth 26-12-1985

Fathers Name Pannirukai Perumal

Nationality Indian

Martial Status Married

Languages Known Tamil, English

**Declaration:**

I hereby declare that the above-furnished details are true to the best of my knowledge. I assure that I will be the successful person in your successful concern, by fulfilling my responsibilities.

P. Vimala Devi