**AMANJOT SINGH**

#254, PHASE-4, MOHALI

**Contact**: 9646002002

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**OBJECTIVE**

Looking for a challenging position in a professionally managed and reputed organization that

provides me ample opportunity to apply and enhance my knowledge, skills and capabilities for the development of the organization.

**SKILL**

* High level of initiative in tasks and positive energy.
* Learning attitude and cooperative suitable for teamwork.
* Ready to deliver appropriate work on time
* Self motivated, hard-working and goal-oriented with high degree of flexibility

**PROFESSIONAL EXPERIENCE**:-  
  
14 June 2013 – 6 May 2015,   
WORKING AS TECHNICAL ASSOCIATE

IN TECH MAHINDRA (I.T. PARK CHD)  
  
  
  
 **PROCESS: ATT SQA (Service Quality Assurance)**

▪ AT&T is a leading global network service provider.

▪ We are handling Service Quality Assurance and SLA Reporting projects for AT&T

▪ Doing analysis / measurement to find out accurate mean time to repair of the circuit

▪ Doing analysis on all non-measure time on AT&T failure to avoid having negative

Impact on individual customer or overall center results for AT&T.

**RESPONSIBILITIES**:

▪ Measure the performance of AT&T network engineers by calculating their mean time

to repair a particular circuit.

▪ Take care of the financial position of client as well as intact the faith of their prestigious  
 customers.  
  
▪ Responsible for the actual MTTR - which can be used as sole measure to directly validate   
 the prospective claims of AT&T customers.

▪ Ensure compliance with regards to quality of resolution provided by AT&T

technicians.

▪ Provide feedback to AT&T network engineers and different work center managers to

increase the performance and betterment of services to clients.  
  
▪ Generate billing of ancillary charges that should have been charged and make

correction on charges that should affect customer satisfaction and enhanced AT&T

revenue.  
  
▪ Provide training to new team members.  
  
 **Rewards**:-

Received “Pat on the Back” and “Cookies” from Tech Mahindra in Rewards and

Recognition ceremony in July 2014.

EDUCATIONAL CREDENTIALS:

**BBA (2009-12)**

Gian Jyoti Institute Of Management & Technology, Mohali

**12th (2008-09)**

Gian jyoti Public School, Mohali

**10th (2006-07)**

Gian jyoti Public School, Mohali

**Date of Birth:** 15/10/1991

**Languages Known:** English, Hindi, and Punjabi

**Hobbies**: Travelling, Listening to music, Cricket