

Rohit Sunil Pagare

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Business Analysis, Project Delivery and Compliance

Industry Preference: IT – Web Development / Software Development

Professional Synopsis

A dynamic, team spirited and performance driven professional, having 2 years & 3 months of experience in IT Field. Currently associated with Webizz Technosoft Solutions Pvt Ltd as an IT Operations Manager (Managed IT Services), Ability to drive and implement IT Projects to There timely closure.

Objective

Seeking a better & responsible position in an organization that provides me an opportunity to enhance my personal and professional skills in conjunction with goals and objectives of an organization.

Primary Skills

- IT Operations / IT Service Management.
- End User Support Management.

IT Skill Set

Operating System: Windows XP/7/2003/2008/Linux.

Mail Clients: Microsoft Outlook, Mailchimp.

Networking: LAN, WAN, Wireless.

Professional Qualifications

- 3 yrs Diploma in Information Technology from MET BKC.
- SEO, SEM, Google Adwords Certified.
- Social Media Marketing.

Academic Qualifications

- Bachelor of Engineering in Information Technology from Pune University, in 2012-13
- Diploma in Information Technology from MSBTE in 2009-2010
- SSC from Maharashtra board of secondary & higher secondary education in 2007

Trainings Attended

- Leadership Program.
- Business Communication Skills.
- Presentation Skills.
- Client Centricity.

Work Experience

- Since Aug'2016 - Till Date in Webizz Technosoft Solutions Pvt Ltd, Working as IT Operations manager
- Prior Profile – IT Operations (Valex Logistics PVT LTD).

Projects Handled

Some of the key projects which was handled are as follows:

- 1) www.selectroot.com
- 2) www.almascor.com
- 3) www.ezze.online
- 4) www.belezzahealthfitness.com
- 5) www.assestrus.co.uk

Roles & Responsibilities Handled

Organization: Webizz Technosoft Solutions Pvt Ltd

Position Held: Operations Manager

Duration: Aug 2016 to Till Date

Key Responsibilities

- Planning and co-ordination of sales activities with CEO and Sales Operation Heads.
- Gathering client requirements, discussion with Project Managers, and preparation of Proposal Documents.
- Managing Team Size of 15+ engineers (Desktop Operations)
- Managing 24*7 Service Desk as a part of Service Desk Management.
- Ensuring that service delivery takes place based on the Service level agreements.
- Keeping track of critical or major incidents and sharing RCA with clients.
- Ensuring Prompt communication to all users in case of any Major failure or breakdown.
- To execute & implement IT Projects and ensure its timely closure.

- Handling Weekly Review meeting with client.
- To ensure that service norms committed to the client are met.
- Ensure all the client complaints/issues are identified, to prepare Action plan for all Complaints received and drive till closure along with PM.
- Review performance with the client periodically during on-going phase. Ensuring smooth operations for all systems across the IT teams.
- Conduct weekly review meeting with Vendor on Breakdown Calls, ensuring prompt closure of pending issues at sites.
- To ensure implementation of processes for all services covered in the SOW, ensure 100% SOW compliance & timely escalate non-compliance to Program management.
- Posting job openings on job portals, short listing candidates, scheduling interviews, conducting interviews, arranging online tests, joining formalities of the employees, exit formalities of the employees, etc.
- Conduct weekly review meeting with team and identify gaps to take corrective action.
- Maintain doc for all the activities performed by the team, collect performance data, analyze and publish.
- Contribute in all internal and external communications including announcements, Presentations, Proposal, as needed.
- Managing salary calculations, daily attendance, employee issues, employee documents, etc.

Organization: Velex Logistics PVT LTD.

Client: Snapdeal.

Position Held: IT Operations Management, Supply chain management.

Duration: Aug 2015 to Aug 2016

Key Responsibilities

- Responsible for providing daily HARDWARE, LAN & SOFTWARE support to variety of desktop computers & laptops like DELL, HP etc.
- The job involves managing creation & managing of USER Data, taking BACKUPS of server data through backup software.
- Maintaining VIRUS FREE environment by managing centralized anti-virus server and updates all clients & servers daily.

- Handling of Escalated & Critical calls of all the Senior Users.
- Installing, Configuring & Troubleshooting of Mail.
- Collaborated with the Delivery team in solution development and implementation.
- Created, reviewed and audited the functionality on the quality of deliverables at Intervals.

Personal Details

Date of birth: 09th Dec 1991

Languages Known: English, Hindi, Marathi

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