**MAKWANA AMIT DHIRAJ**

# Career Objectives

To secure a challenging position where I can effectively contribute my skills as Technical Support, Customer Service, Sales and Marketing professional possessing competent Skills.

# Contact Info

Address : Samakhiari, N.A / S.NO.49/ Plot No.45,Gokul Nagar 2,

Taluka-Bhachau, Pin-370150, Dist-Kutch, Gujrat.

Email : sonumak@rediffmail.com

# Personal Particulars

Age : 43 years

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| --- | --- |
| Date of Birth | : 27 February 1980 |
| Nationality | : Indian |
| Gender    **Degree** | : Male  **Educational Background** |
| Field of Study | : Commerce |
| Institute/University | : Madurai Kamraj University, India |
| Grade | : 1st Class |
| Graduation Date | : August 2005 |

**Primary/Secondary School/High School**

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| --- | --- |
| Field of Study | : Commerce |
| Institute/University Mumbai | : Rizvi College of Arts, Science & Commerce Bandra (W), |
| Grade | : Pass Class |
| Graduation Date | : March 2000  **Computer Skills** |
| Operating System  Linux 3 ) | : Windows 9X/2000/XP/Vista, RHEL 3( Red Hat Enterprise |

**2003 – 2004 CMS Computer Institute**

1. A+
2. N+ -Network Plus
3. MCSA -Microsoft Certified System Administrator**.**
4. RHCE - Red Hat Certified Engineer**.**
5. CCSA -CheckpointCertifiedSystemAdministrator

**Training Courses from Linux Learning Center (Bangalore)**

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| --- | --- |
| LLC 103 | – Linux System & Network Administrator. |
| LLC 203 | – Linux Advance Administrator. |
| LLC 303 | – Linux System & Network Security. |
| RH 033 | – Red Hat Linux Essentials. |
| RH 133 | – Red Hat Linux System Administrator. |
| RH 253 | – Red Hat Linux Network & Security Administrator. |

**Employment History**

# Wipro BPO Pvt. Ltd - Mumbai

Position Title : Technical Support Associate

Duration : 9 Months from 1st January 2006 to 30th October 2006. Monthly Salary : 12000 INR

**Work Description**

Handling Inbound Calls for DELL process for US customers, providing technical support for software and hardware related issues for Desktops and Laptops.

# Zion Infotech Pvt.Ltd - Hyderabad

Position Title : System Administrator.

Duration : 17 Months from 10th October 2006 to 14th March 2008.

Monthly Salary : 28307 INR

## Work Description

Project Coordinator & Business Development Managing business professional with diverse experience poised to transition solid background in Business and Administrative assistance and client services. Offer outstanding team leadership, communication skills, behavioural management and conflict resolution skills.

Skills

Microsoft Office. Network Administration, Visio, Acronis, Symantec, Malwarebytes, Unitrends

Research and expand the suite of services, focused on technology and customer experience improvement

Research hardware and software technologies for disaster recovery enhancement projects to Include virtualization, secure storage solutions, and encryption.

Manage vendors for infrastructure installations of mobile bank units including delivery, construction, water, sewage, electrical, and communications.

Manage to make or buy decisions regarding a fleet of mobile banking equipment; optimizing

**Delivery Methods** and leasing from partners and vendors. Coordinate inbound and outbound logistics, conducting an inventory of equipment, diagnostic testing of hardware, maintenance of mobile bank fleet and satellites.

Develop in-house services, network servers, and enhancements to office infrastructure.

Identified the opportunity for selling encrypted storage devices for transporting network virtual Images, reducing the time for encryption processes by 100% and increasing annual sales revenue.

Responsibilities effectively sold network solution programs, including monitoring, security. business continuity, and technical services, expanding existing client base.

Created the most current and cost-effective savings solutions provided to clients, meeting expectations and increasing satisfaction.

Prioritized and scheduled service requests based on contract or time & stamp; material obligations.

Developed project charters to include cost and implementation projections.

Improved retention rate from 50% to 90% within the same three-year period. Prepare and appropriately document sales reports for all weekly sales activity, market and competitor information, business and market trends.

Train, mentor, and shadow sales team members, including appointment setting, outbound cold calling, prospecting and negotiating sales contracts with new and existing accounts.

Education

This Free Resume Template is the copyright of Quikresume.com. Change Guidelines Handling and troubleshooting, Windows & Linux Desktops, troubleshooting Network related issues, handling linux servers, user management and access management (permission), vendor management, daily backup to Storage devices, working on DNS and DHCP servers.

Business Development Manager

# Mehwish Electrical & Engineering - Mumbai

Position Title : Sr.Technical Support Engineer

Duration : 7.5 years from 16th April 2008 to 30th September 2014. Monthly Salary. : 37600 INR

## Work Description

Worked with **Mehwish Electrical Engineering** as a Technical Support Engineer.

where in my role is implementing and management of networking requirement, cabling etc for newly constructed commercial premises for our clients, also handling windows and linux (ubuntu) desktops, user and group management, hardware maintainence and vendor management on contract basis.

**Choice Hotels International U.S.A.**

Position Title : Hotel Manager

Duration : from 12th December2014 to 27 September 2020 Monthly Salary : ₹4.75 Lakhs INR.

## Work Description

BDM responsibilities’ : Sales & Marketing in e-Commerce & e-governance Sales with the vision and leadership. Insights to strategically plan, direct and control company operations to capitalize on emerging business. Opportunities. Expertise in providing breakthrough leadership to achieve corporate strategies, build coalition to support business growth and implement and manage change to drive organizational performance. Vast experienced in growing businesses, business restructuring, formulating new strategic initiatives

Responsible in Business Intelligence, Business Planning, Product management, Technology marketing, Sales.

US IT Recruitment Specialist with 3+ years of rich experience in BDM, Recruiting and sales, H1 transfers.

Worked with federal requirements, state government requirements, vims portal.

Expertise in entire recruitment life-cycle from obtaining the job opening, researching the opening, sourcing the candidate, pre-screening, technical interviews, client contact/feedback, negotiations, closing the hire and maintaining the candidate in the position for Permanent/Contract positions.

Recruited almost all spheres in IT Technologies, Hotel Management & Hospitality

Proficient in recruiting techniques like Head Hunting, Cold Calling, Networking and Internet based recruiting tools.

Good Negotiation and Closing skills with strong emphasis on Candidate & Client Relationship Management.

Write specific client job descriptions; prepare candidate profile specification; place recruitment advertisements in applicable portals for response

Focus on optimization of Resource utilization and make a good match of skill, role, organization needs and employee aspirations.

Excellent problem solving, interpersonal, networking and communications skills. Experience in selection and recruitment across functions in Information technology.

Experience in handling multi location bulk recruitment events including walk-ins.

Handling employer and employee database. Responsible for making the recruitment related process documents and manuals. Collect information from the top management regarding the policies and procedures.

Core Competencies & Deliverables using Galileo Amadeus GDS Portals like jooble, flex jobs, dribble, up work, LinkedIn, 99design,etc

US End to End Recruitment

Business Development/Bench Sales

Strong experience working with IT requirements in various verticals like Healthcare,

Retail, Logistics & Telecom, Banking & Financial and Insurance requirements

Manpower Planning & Talent Acquisition Induction & On-boarding

Compensation Benefits & Payroll Commercially accountable for budgeting and financial management and plan, organize and direct all hotel services, including frontof-house (reception, concierge, and reservations), food and beverage operations and housekeeping.

Customer Satisfaction, Group Management, Vendor Management for hotel supplies, licensing.

Commercially accountable for budgeting and financial management and plan, organise and direct all hotel services, including front-of-house (reception, concierge, and reservations), food and beverage operations and housekeeping. Staff Recruiting, auditing and Reporting. Group Handling, Event Management.

Customer Satisfaction, Group Management, Vendor Management for hotel supplies,

Licensing, Franchise Approach and Management’s

**Mehwish Electrical & Engineering – Mumbai**

Position Title : Project Coordinator

Duration : 1st January 2024 to Present Date

Monthly Salary : ₹35,416

## Work Description

Currently working as a Project Coordinator where in my role is implementing and management of networking requirement, cabling etc. for newly constructed commercial premises for our clients, also handling windows and Linux (Ubuntu) desktops, hardware maintenance and vendor management on contract basis. Assisting the team in getting the job done as required.

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Religion. - Hindu

Languages - Hindi, Marathi, Gujrati, English Nationality - Indian.

Hobbies - Playing PS3 Games, Exploring things.

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place: Gandhidham, Gujrat**

(  **Makwana Amit Dhiraj )**