

Rohit Thomas



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📅 27.10.1992 🇮🇳 Indian

in <https://www.linkedin.com/in/rohit-thomas3/>

🐙 <https://github.com/Solapanda/Digital-Resume/>

Profile

MBA graduate with a technical background and experience in HR and technical support roles. Proven success in delivering high-quality customer service, resolving complex issues, and driving process improvement. Eager to apply my problem-solving mindset and business acumen in a project management setting.

Languages

English ● ● ● ● ●
IELTS 7.5 / C1

German ● ● ● ● ●
Learning the language

Certificates

Fundamentals of Waterfall Project Management [🔗](#)

Fundamentals of Agile Project Management [🔗](#)

Professional Experience

Assistant Manager, *Kalley Fuels*

08.2021 – 10.2022 | Athirapilly, India

- Scheduled staff, managed payroll, and executed budgeting processes to ensure the smooth operation of the business.
- Optimized inventory levels by tracking usage, ordering supplies, and forecasting future needs.
- Analyzed sales and transaction data to identify trends and inform business decisions.

ERC Senior Associate, *Amazon*

07.2020 – 08.2021 | Bengaluru, India

- Provided comprehensive HR support to US-based employees, resolving complex issues related to attendance, compensation, benefits, and company policies.
- Mentored new hires, enhancing team onboarding processes and accelerating their time to proficiency
- Streamlined company resources by maintaining and updating the knowledge database, ensuring consistent and accurate information access for all employees.

Helpdesk Associate, *NTT Data*

04.2020 – 07.2020 | Bengaluru, India

- Troubleshoot and resolved IT infrastructure issues, including hardware, software, network, and testing problems, to maintain system performance.

Technical Support Associate, *IBM*

10.2016 – 09.2018 | Bengaluru, India

- Provided technical support for a comprehensive suite of IT infrastructure services, including Identity and Access Management, Active Directory, Storage and Backup, Windows Server, Outlook Exchange Server, and Print and Computing Infrastructure Management.
- Increased team efficiency by mentoring new hires and creating comprehensive knowledge base resources.

Technical Skills

IT Infrastructure (Active Directory, Identity & Access Management (IAM), Windows Server Services, Storage & Backup, Network Troubleshooting, Hardware & Software Troubleshooting),

Tools & Software (Zendesk, Salesforce, MS Office (Advanced Excel: formulas, pivot tables, etc.))

Soft Skills

Problem-Solving & Troubleshooting

Cross-Team Collaboration


Communication (written & verbal)


Customer Service & Relationship Management


Leadership & Mentoring

- Earned recognition as "Best Employee" of Q2 2017 for achieving top-tier customer satisfaction (CSAT) ratings and driving positive team culture.

Education

Master of Business Administration (MBA),
University of Europe for Applied Sciences 
09.2022 – 02.2024 | Berlin, Germany

Bachelor of Technology in Electronics and Communication Engineering,
SRM University 
07.2011 – 05.2015 | Chennai, India

Higher Secondary Certificate,
St. Jude's Public School & Junior College 
2011 | Kotagiri, India

Secondary School Certificate,
Laidlaw Memorial School & Junior College 
2009 | Ketti, India

Declaration



Rohit Thomas
Berlin