Supervised and trained peers and new employees. Worked in multiple projects, with Procure-to-Pay, Administration Management and Web Application knowledge.

**Professional Summary**

Previous Organization-Worked as “Sr. Relationship Manager” for EasyTech Innovations Pvt Ltd.-Vikhroli-West Mumbai.

Department-IT-Client DY PATIL TECHNICAL CAMPUS-AMBI Project- -(Android App-web portal)

Designation-“**Sr. Relationship Manager**”

Duration:-**Feb-2020 till 14-August-2020**

As the team worked with institutes to integrate this fees payment platform with their administrative system, they discovered further gaps in the processes along with many operational inefficiencies. Coming from tech-backgrounds, management components, be it student, staff, or administration related. It allows you to escalate your operations, scale them as per the needs of your institute and augments the overall education system.

§ Collaborate with client for seamless tech experience.

§ Ensures constant communication with client's multiple departments for their requirement.

§ Manages internal team and coordinates with various departments for daily product development.

§ Ensures upselling and an increase in product usage for better client experience.

§ Address customers' concerns in a timely manner.

§ Encourage customer feedback.

§ Manage challenging situations that may affect customers.

§ Identify customers’ needs and wants in terms of product & processes.

§ Build long-term relationships with key members of the client's team.

§ Assist customers with their critical decisions linked to

§ Stay on top of the latest industry trends.

§ Negotiate with vendors to get better deals for customers.

§ Pass leads to the sales and marketing team.

§ Carry out customer satisfaction surveys.

§ Write and submit reports to the client director and senior management.

Provide product training and technical expertise

Identify and present innovative product solutions

Work with development leads so that product requirements are understood

Coordinate product releases with marketing, sales, and development teams

**Professional Summary**

**PreviousOrganisation-Worked as Product specialist for**

**Pushpam Computers and Software Pvt. Ltd,Pune.(Onsite-Pan India)**

Department-IT-HPCL- Project-EZYGAS/EZYMANTRA/EZYSUVIDHA-(Andriod App-web portal)

Designation- **Product Specialist**

Duration:-Jan-2017 till 07-12-2019

Pushpam Computers and Software Pvt. Ltd, an Information Technology Company is working in the industry since 1993. Company has always worked on the cutting edge technology and value added solutions for the various segments. Imports of various products from all over the world and selling as well as creating the solution is the main focus of the company. The company is also working in the industrial requirement of the various IT products. Company is working in the various diversified products and main strength of the company is Imports and good distribution partner network.

**Profile KRA.**

1. Give Training to the Regional Manager , Area Managers, Sales Engineer Regional Manager/Cluster Head,VendorEngineer for the operation of the software installation of the software and usage.

2)on Site Training to HPCL-manager/Delivery boys about product.

3. Travelled at all the places to give this training.-pan India.

4. Resolve the queries of area managers and Sales Engineers after the training is done.

5. Understand the new changes coming in the software and pass it on to the filed.

6. Testing with live data on the field of all new up gradations.

7. Reporting to development team regarding that changes and result.

8. Searching solutions for on field problems and give solution with the help of development team.

9. Understand the new requirements which came from market discuss with management and then forward it to development team

10) Worked on escalated Payment related issue from vendor-(Citrus/Phi-commerce-Hdfc(Mosambi)/Juspay

 11)worked on Ezygas-Admin panel web portal for dealer License Activation/Cards order details.

* Promote and support the deployment of Service Management processes to all groups interacting with Problem Management, Change Management and Incident Management
* Secondary support for Configuration Management, Vendor Management, Procurement, Asset and Service Level Management
* Produce activities and workflow documentation for Change, Incident and Problem Management
* Meeting and improving established service delivery SLA’s
* Manage formal Post analysis meeting
* Weekly metrics reporting to management and collection of staff’s status reports
* Provide 24x7 Tier 1 support for all High Priority Incidents

#### Project Details:- EZYGAS/EZYMANTRA/EZYSUVIDHAHPCL(Delivery App)

**LPG is the most important fuel for domestic and commercial sectors. This covers urban, semi urban household and now expanding into rural markets as well and covering large number of BPL families. The government has been implementing numerous innovative programs to streamline and expand LPG usage and eliminate spurious connection**

**Hindustan Petroleum Corporation Limited(HPCL) has launched an EZY GAS mobile application, which ensures delivery of refill at the right place and right time. Also, it offers an option to the consumer to pay for the refills using Credit & Debit card, Net banking, E-wallets, BHIM, UPI, Bharat QR, Aadhar Pay.**

**“Currently, the application has been rolled out in 550 Cities including All Metro cities & Capital of states covering more than 5000 LPG agencies,”**

**The major achievements of Pushpam with IOCL are:**

# Xpress Gas-IOCL

**LPG is the most critical fuel for household and business areas. This spreads urban, semi urban family and now venturing into provincial markets too and covering huge number of BPL families. The legislature has been actualizing various inventive software engineers to streamline and extend LPG utilization and take out spurious association**

**Indian Oil Corporation Limited(IOCL) has launched an Xpress GAS mobile as well as Web based application, which ensures delivery of refill at the right place and right time. Also, it offers an option to the consumer to pay for the refills using Credit & Debit card, Net banking, E-wallets, BHIM, UPI, Bharat QR, Aadhar Pay.**

**“Currently, the application has been rolled out in NCR Region and covering more than 50 LPG agencies,”**

**PREVIOUS Organization**

**Trust system and Software pvtLtd.Nagpur.**

Department-IT-banking Project

Designation-Sr.Tech Support Eng

Duration:-Feb-2015 till 31-12-2016.

**Domain :** 1) TrustBank (Core Banking Services.2) MicroFins (Microfinance Solution & Small Society Banking Application.3) Trust Employee Co-Op Society (Employee Society Application)

**Software :** All windows platform.

**Responsibilities :** - Provide application support & online training to International Client as well as Domestic Client**.**

- Find technical solutions on issues or queries related to unknown or new scenarios

- Solve Technical problem & database related problem using SQL.

- Pre/Post implementation process under SDLC

- Provide necessary follow-up and ownership of the issue until it is

Resolved.

- Maintain excellent customer satisfaction level.

**Reliance Internet Data Center(IDC), Hyderabad.**

Department: IT.(NOC)

Designation: Sr. Officer (SDM)-Service Delivery Manager.

Duration: March-2007 – Dec-2015 date

**Role: IDC Analyst-Tech Support**  
Supervised and trained peers and new employees. Worked in multiple projects, with Procure-to-Pay, Administration Management and Web Application knowledge.

* Assist in maintenance and monitoring of all Data Center systems to include incidents/events, problems, changes, monitoring, problem escalation/notification/resolution and all other aspects of Data Center support.
* Responds to internal Rack customer maintenance, repair and additions/expansion requests through the ticketing system.
* Assisting in routine changes, using the Console port for some changes (IP's, Gateway, ports, etc.)
* On Call activities, under NOC (National Operation Center) supervision.
* Maintain changes in state in Mission Critical infrastructure in support of corrective/ preventive maintenance.
* Led the successful implementation of ticketing system to resolve tickets opened by internal Engineering groups including server troubleshooting, new server builds, and network troubleshooting (Creating Change Ticket or Change Tasks, Incidents for different problems or needs for installing, configuring or repairing, etc. Updating and/or Closing it).
* Gathered & Prioritized Requirements by building a Prioritized Requirements Matrix.
* Analyzed and developed “as-is” vs. “to-be” environments.
* Analyzed comprehensive all relevant Business Processes and Work-Flows.
* Developed and managed comprehensive Project Management Plan.
* Delivered Project Charter.
* Analyzed the corporate-level technology stack for integration into proposed systems.
* Co-ordinate with Onsite Supervisor and Managers, for related process requirements to finalize the deal.
* Involved in negotiating client development, as part of a Project Budget team.
* Conducted client meetings to develop requirements for customer needs.
* Prepared Master Requirement Sheet with requirements and corresponding technology.
* Reviewed requirements and technical proposals, with Time Estimation.

Role and Responsibility

24\*7 Data-center Operation Support

Project Management

Service delivery Management

Data Center Operations & Maintenance (IT & Non IT).

Data Center Network and Security Planning, designing &Implementing.

**Operations Management**:Responsible for ensuring data center availability and reliability meet the requirements of data operations

**Engineering support and project management, troubleshoot, analyze and solve problems quickly and completely to highest level of performance.Very effective in delivering on time, on budget and on scope large scale / high risk projects. Detailed oriented with excellent communication and interpersonal skills**

**Technical skills and competences:**

* Data Center Management: electrical and mechanical systems in use in a data center environment including UPS systems, PDU units and CRAC units.
* Network Engineering: Support servers; install CAT 6, copper cable, fiber optic and all media.
* Project Management: Elaborating the Statement of Work, including deliverables, assumptions. Scope of responsibility, work details, labor utilization, inspection and quality control and responsible for all phases during installing.

**Educational Qualifications:-**

Degree: Bachelor of Computer Application ((B.C.A)-2004 passed with 59.00 % from Nagpur University.

Certifications:

* (MCSD Certificate):-Microsoft Certified Solution Developer (TWO Papers Completed).
* Testing Software:-Certificate in Testing Software (Win Runner& Rational Robot).
* **ITIL-V4 Foundations Certification**

**Personal Information:-**

Father’s Name :-GovindKumbhare

Nationality :- Indian

Verbal Flair :- English, Hindi, Marathi

Perm. Address :-Flat No-101,NavdurgaAppartmentParvati Nagar Near Rameshwari

Old post office –Nagpur-440027

**DECLARATION**

I assure that I will be sincere towards learning and delivering my utmost caliber for the growth of Organization. I hereby, declare that the above details furnished are correct to the best of my knowledge and Reference available on Request.

Date:

RohitG.Kumbhare

Place-NAGPUR