

NAUFIL MIRSINGE

Career Objective

Achieve success and career growth in the fields related to Presales Consultant, Technical Support, Client Services, Subject Matter Expert, Product Demonstration, Solution Specialist, Software Implementation and Customer Management.

Educational qualifications

B.E in computer engineering from Mahatma Gandhi's Mission College of Engineering & Technology, Navi Mumbai, 2008.

Diploma in Electronics & Telecommunications securing FIRST CLASS from Bharati Vidyapeeth institute of technology, Navi Mumbai, 2004.

Work Experience

- **1st Aug 2014 – till date at Netcore Solutions as Sr Exec – Client Services**

Responsibilities: Tech Support for linux based onpremise + cloud mailserver products, antispam / antivirus service, email archival solutions and handling role of Partner – Reseller for Google Apps / Office365 clients

- Troubleshooting server issues on phone, email and chat.
- Product demos and onsite trainings to clients & partners.
- Knowledgebase FAQs content management and product documentation.
- Installation and implementation for new business orders.
- Hybrid setups with Google Suite, Office365 / MS Exchange Online

- **1st July 2013 – 31st July 2014: Sr Content Ops Exec at Niti Digital**

Projects: www.india272.com, www.vasundhararaje.in, www.narendramodi.in,
www.nwrlive.com, www.niticentral.com

Responsibilities: India272+ volunteers' data management, statistical report analysis, anchoring group communications and online community cultivation.

- Social media promotions, google analytics, newsletter design, page layouts.
- Admin/Moderator roles for FB/Twitter accounts of political personalities related to India272+

- **5th April 2010 – 30th June 2013: Sr Creative Content Writer at Netcore Solutions**

Projects: <http://mytoday.com/> , phone.cc , forthenation.wordpress.com ,
unitedvotersofindia.com , chanakyadaily.com

Accolades: Star Performer for 2 consecutive quarters.

Responsibilities: Content Writing/Editing, Publisher-Partner Communication/Co-ordination, Channel Monitoring Reports, Subscriber Data Analysis, Game Specs Design, UI layouts.

- **23rd June 2008 - 30th March 2010: Team Leader at Linkmark Services**

Roles Undertaken: HR Recruiter for BFSI sector

- Team Leader for BPO clients
- Business Associate (ZAN HR Solutions)

- Previously worked for 6 months at **R-tec BPO** as CSR – outbound sales (USA) voice process.

Achievements

Freelancing for `JAM', a youth-centric newspaper magazine.
Published various articles & poems in `JLT' magazine.
Contributed Stories to `TINKLE' Comics.
Won accolades for my views written in `PRAYAS' annual copy of BVIT.
Prize winner for essays in `LOURDES LENS' at school level.

Interests

Travel, Sports, Food, Books, Blogs.

Personal Information

Date of Birth : 21 Aug 1985

Gender : Male

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