

## AJAY DANIEL MARTIN

17/C Nursing chawl, Sant Kakkaya Marg, Municipal school, Dharavhi, Mumbai  
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### PROFILE

Experience of a year in Mumbai Duty Free(FTRL) Administration IT Support and another year in Sai Internet as Network admin support. Demonstrated capability in an entrepreneurial setup exhibiting high responsibility with minimal supervision. Self-starter. Aggressive in initiating, managing and closing multiple tracks. Analytical with excellent oral and written communication skills

### Key Skills

Language: HTML,CSS JAVA, JavaScript

Database: MySQL, PL/SQL.

Operating Systems: MS DOS, Windows 2000/7/8.1/10/xp.

### WORK EXPERIENCE

#### **Concentrix (White hat Jr) [BPO]**

Mumbai, India

Representative (Operations) Aug'2020 to Nov'2020

Responsible for handling inbound calls from customers to Provide technical assistance for the Product (Class),To make Outbound Calls to make sure the required target is met for each day and week, Audit calls for new joining Agents and provide Quality assurance for them

#### **Flemingo Travel Retail (Duty Free)**

Mumbai, India

Administration, IT support (Pass section), Oct '2018 to Nov'2019

Responsible for the Authority Permission for the organization, Handled business staffs database

,performing required operational set-ups, IT systems test, managing cross functional

Promotions (internal as well as external). Highlights:

>Directly accountable To provide IT solution (Esahaj) for each Pass file and Requests, Bio metric testing and roll-out, Weekly reports of the Promotion updates

>Maintaining database for Pass section Daily functions and reporting Requirements gathering, Tools Permission and Authority Signatures

**Asit C Mehta**

*Content Writer[Intern], Organizational Marketing Group, Aug 2018 – Oct 2018*

Mumbai, India

Advertising Products in social sites such as Quora, Facebook, twitter. Involved in business-SEO events with a focus on Optimizing the Organizations Visibility in search engines

>Create content for the home page of Asit C Mehta.

>Search and create different Optimal Options for customers to browse and select for Investments among the company products

**EDUCATION**

**Wilson collage, Mumbai University** Mumbai, India

*Bachelor of Science (Information Technology, 2016 – 2018)*

**Vidyalankar Polytechnic, MSBTE** Mumbai, India

*Diploma (computer engineering, 2011 – 2015)*

**St. Michael High School, Maharashtra Board** Mumbai,  
India SSC (2010 – 2011)

**PROJECT Undertaken**

Project:-App lock

apk Team size: 3

Front End: XML,(Java Coding)

Back End: PhP with Json & Database

Project Description: the Project was made with the idea to provide security of the users data from unauthorized users. the project also provides facilities of file management for the users

Done Various Projects during college Cultural Which are

- Library management web Page
- Voice recognizing system
- Snake game (using Python)

**Professional Projects**

Created Complete Network infrastructure for Fibers and cats (Wadala to Dadar) enable 90+ Router Connection using Microtek and Cisco Routers and switches for Shree internet provider

## **PERSONAL SUMMARY**

A confident and reliable IT support engineer with practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator, can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

### **Activities and Hobbies**

- Voracious reader. Favorite books include Unlimited Power (Anthony Robbins), Outliers (Malcolm Glad well),Mastery (Robert Greene) The Motorcycle Diaries (Che Guevara),
- Carom
- Solving algorithms and puzzles
- carom

## **PERSONAL INFORMATION**

Date of Birth: 13-09-1995

Languages: Tamil, English & Hindi