**Ravi Saxena**

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**To pursue my career goal to excel and nurture my spirit of continuous improvement by enjoying and relishing whatever I do.**

PERSONAL AND PROFESSIONAL SUMMARY

* Talented professional with over 12 years of work experience in IT Operations including Duty Manager, People Management, Incident Management, technical support, sales, retention, customer service, networking, ticket generation.
* Demonstrated abilities in minimizing performance bottlenecks using process improvement and system implementation programs.
* Effective communicator with excellent relationship, management skills with analytical and problem-solving abilities.

KEY SKILLS AND COMPETENCIES

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| --- | --- | --- |
| * ITIL certified * TAM- Technical Account Manager * Incident management * People management * Service management * Customer relationship management * Customer retention & sales * Consumer behaviour * Technical support * Business development |  |  |

EMPLOYMENT DETAILS **Qioseon Labs LLP** (**Kolkata/Nasik**)- Remote Currently working | Dec’24

Product Manager and Client Account Management (Web/App Development) - (Consulting)

Working as Product Manager for **Qioseon Labs LLP** - Premier business

* Act as the primary technical point of contact for Clients.
* Create RFP/RFQ as per requirement.
* Provide proactive guidance and technical advisory to enhance customer experience.
* Collaborate with internal engineering, sales, and support teams to address client needs.
* Ensure seamless implementation and deployment of solutions.
* Analyze customer challenges and recommend best practices to optimize performance.
* Conduct regular technical reviews, health checks, and risk assessments.
* Assist in troubleshooting and resolving escalated technical issues.
* Educate customers on product features, updates, and best practices.
* Build long-term relationships to drive customer satisfaction and retention.
* Identify opportunities for upselling or cross-selling additional products/services.

**Concentrix India** (**Gurugram**) May’20-Dec’24

Duty Manager | Incident Management-DP

Working as Duty Manager for Microsoft Intune Process- Premier business

* Keep a check of live business on MS Intune-Premier global queues (multiple languages/queues) case assignment.
* Coordinate with In-house /Global teams to have cases assigned as per support boundaries and SLA on tickets.
* Make sure Customer is getting right team and support as per the contract and subscription on the account.
* Track SLA on support tickets in real time.
* Maintain data of SLA miss/met status on daily basis.
* Share through report with Account manager and operations team with real-time issues and relevant fix to mitigate issues with staffing and other issues. (bi-monthly)
* Do a through scrub of cases to make sure customers are getting support as per their availability and TZ.
* Coordinate with diff. teams across globe for timely ticket assignment and Customer connect.
* Coordinate with client TA/PTAs, IM, CSAM, TAM teams in real time for seamless ticket assignment as per severity.

**Concentrix India** (**Gurugram**) Dec’19-May’20

Queue Monitor | Incident Management

Worked as a Queue Monitor for Microsoft EPS- SHA Process (Storage and high Availability)

* Monitor and keep a check of live business on MS EPS-SHA global queues (multiple languages/queues) case assignment.
* Track SLA on support tickets in real time.
* Maintain data of SLA miss/met status on daily basis.
* Coordinate with diff. teams across globe for timely ticket assignment and Customer connect.
* Coordinate with client TAM, IM team in real time for seamless ticket assignment as per severity.

**Concentrix India** **(Gurugram)** June’19-Dec’19

### Worked as Advisor-II MS EPS | Intune

**Intune**: Device and App Management, Manage and protect apps, data across multiple Devices | Platforms.

* To give Customers timely resolution, Tech. Troubleshooting for MS Intune (MDM) product.
* Enroll Devices (Android, iOS, Windows).
* Update Compliance polices.
* Manage Devices and Apps through MDM.
* Manage User Profiles and roles.
* Manage S/W updates through MS Intune:
  + Manage Windows 10 Updates.
  + Manage iOS updates.
* Manage Users, groups and Members
* Troubleshoot on all above issues and Generate RCA reports if needed.

**Convergys India Services Feb’17-June’19**

Worked as Tech lead level-3 **HP Process (Mumbai)**

* Follow policies and procedures (HP) to accomplish all responsibilities and maintains confidentiality of customer information, including both personal and financial information.
* Give timely support to Clients and Further Escalate/ (or connect them) to L-4 team if needed.
* Maintain monthly conversion for the process/sales.
* Take care of retention, provide best support option within the process to clients.
* To work on windows OS along with Servers if needed.
* Work on Home group installation (for all HP or non-Hp PCs)
* Installation of OS, repairs, activation, networking and internet issues.
* Take care of Escalation calls.
* Maintain SLA for team and process.

**Crust Bags Oct 2014-jan-2017**

Worked as Marketing and sales Manager

* Sales and Marketing of musical instrument bags.
* Maintain sales in Northern Zone (New Delhi and Dehradun).
* To achieve given sales targets/Client meetings.
* Online Trading of goods via different online platforms all-over India.

**Concentrix India (IBM Daksh) November 2013- August 2014**

Worked as a Lead (band-5) tech for **Intuit** **QuickBooks** process.

* To give Customers timely resolution, Tech. Troubleshooting for QuickBooks product.
* Product installation over home groups, over severs and connected drives with small business.
* Escalate to data restoration team for further assistance/Data corruption.
* Drive software changes such as parameters setting, re-mappings, loading, data backup, restoration and network connecting.
* Troubleshooting entire network related problems at the last mile Routers and Switches
* Daily trouble tickets report and quality analysing through RCA (root cause analysis)/ RFO (reason

for outage)

**Achievements:**

Coordinated with TL for assistance.

Reduced customer escalations by 30% through various process improvement initiatives

Stellar role in answering escalated technical queries.

**Convergys India Services Jan 2011- May 2013**

Worked as Escalation Engineer**, Microsoft Process (Gurgaon)**

**Role & Responsibilities**

**Jan’11- July ’11 designation TSO**

* Technical support for MS customers regarding windows OS (win XP, Vista, 8, 8.1)
* To make sure process meets Given SLAs.
* Help cx to resolve any issue regarding windows OS.

**July’11- Sep’12 Sr. TSO**

* + To make sure cx get best 1st level support.
  + Undergo various cross platform trainings regarding MS products.
  + Help cx to connect with level-2 team for further support options.

**Sep’12-May’13 Escalation engineer (level-2)**

* + - Call back to CX on Escalation cases to resolve bottle neck issues.
    - Provide E2E support within support boundaries for MS windows product.
    - Keep checking with cx about issue as per CXs availability.
    - To connect CX with level-3 team in case of RFC /out of support issues.

**Achievements**

Top contributor (KC) for almost every month under Bell curve.

Handled team whenever required.

Troubleshooting for Windows XP, Vista, 7, 8, MS-Office, Hyper-V.

Installation, setup, home groups, VM ware, Remote Desktop, RAID configuration, Mirroring etc.

ACADEMIC DETAILS

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| --- | --- | --- | --- |
| **Year** | **Degree/ Certificate** |  | **Institute (University)** |
| 2010 | B.Tech (Computer Science) |  | Rajasthan Technical University, Kota |
| 2006 | CBSE- XIIth |  | Sarvodaya Vidyalaya, Delhi |
| 2003 | CBSE Xth |  | Sarvodaya vidhalaya, Delhi |

ADDITIONAL QUALIFICATIONS

* ITIL® V4 Foundation Certificate in IT Service Management (Certificate number: GR671257683RS)
* Successfully completed 1.5-month training in CCNA.
* Trained on MS Intune – MDM tool for remote device management and BYOD devices.

EXTRA CURRICULAR ACTIVITIES

* Won 1st prize in hardware presentation at Inter College level (Embedded systems).
* Member of organizing committee of Annual Sports Meet (GUSTO) during Graduation.

COMPUTER PROFICIENCY

**Platforms** : Windows, MAC, Linux.

**Applications**  : Adobe Lightroom (Self-taught), Premier pro, After Effect, MS-office, AI tools and workflow.  
  
Hands on - Comfy UI and N8N automation tool.

HOBBIES

* Vibe coding (Web/App development).
* Photography and travelling.
* Outdoor/ Indoor games.

**PERSONAL DETAILS**

**Date of Birth** : 6 Sep 1987

**Permanent Address** : V.P.-289-C |Pitam Pura, New Delhi - 110088

**Others**  : Valid Indian Passport.