Curriculum-Vitae

Dimple kohli

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###### Career Objective:

To secure a position in teaching & share my knowledge for the growth and

Development of the children.

###### Educational Background

* Bachelors of Arts from Delhi University , 2002-2005.
* B.E.D from Maharishi Dayan and University, Rohtak 2012-2013.

###### Work Experience:

**Tech Mahindra Limited**   **August 2020 till present**

**(Technical support Engineer)   
  
 Responsibilities at** **Tech Mahindra:**

##### L1-level technical support for Networking products including Configuration , setup and issues resolution for Net gear Routers , Gaming Routers, Adaptors, Switches , Extenders.

##### Provide executive support, support to senior management.

##### Work on priority tickets and make sure the timely resolution and closure of those ticket.

##### Provide one-on-one end user problem resolution over the phone, email and chat for user approved devices.

* If the issue didn’t resolve, escalate the ticket to L2 support and get the inputs on the case to provide the resolution and closure of case.
* Responsible for end - user hardware asset.
* Provide hardware replacement for the faulty unit.

Interface with cable companies such as Comcast ( Xfinity) , Spectrum, Cox Verizon & Optimum.

**SR Capital Public School, Shahdra ( Delhi April 2017 – Till March 2018 )   
  
Designation: Pre-Primary Teacher**

* Responsible for handling of 35 students of age group 4-6 years.
* Teaching them basics like shapes, color and counting etc.
* Teaching about basics of regular life eating, talking and behavior,.
* Conducting group activities.
* Co-coordinating with the parents and updating about their child development and performance.
* Maintaining the records of students.
* Teaching them about general questions, names of animals , flowers ,fruits and vegetables.
* As per performance giving more attention to weak children.
* Conducting group activities.
* Conducting small tests monthly for checking their development and grasping status.
* As per performance giving more attention to weak children.
* Plan and order classroom equipment and supplies
* Making progress reports of children and discussing with their parents on monthly basis.  
    
  **Gems Cambridge International School of Abudhabi , Baniyas East (U.A.E.Sep2013-May 2015)  
    
  Designation: Assistant Teacher**
* Reinforced lesson presented by teachers by reviewing material with students in small groups.
* Enforced school and class rules to help teach students proper behavior.
* Helped teachers with recordkeeping such as tracking attendance and arranging sheets.
* Helped teachers prepare for lessons by getting material ready such as computer.
* Helped supervise students in class, between classes, during lunch and recess and on field trips.
* Covered the other classes in the absence of teacher and teaching assistant.
* Divided the classroom in content areas.

**CSC** **January 2011 to June 2012**

**(Customer Support Representative)**

**Responsibilities at** **CSC:**

* Worked as support representative.
* Changed the address on policy holder account.
* Changed the address as per the request.

##### Changed the ownership.

**I-energizer June 2008 to December 2010  
(Customer Service Executive)**   
   
**Responsibilities at I- energizer :**

* Worked as a Transfer Agent for BNY Mellon Share Owner Services.   
  Performed Financial Transactions as requested by shareholders & as per the threshold rules.
* Sold /transfer the shares & also changed winter and summer address.
* Sent letter of transmittal
* Answered calls and responded to customer’s emails.

**Irppl  
(Guest Relation Assistant) June 2007 to October 2007**

* Greeting the guests whenever the came to the park.
* Answering their queries on phone regarding height, weight, age and other criteria etc. and guide them if that ride will give them pleasant experience as per their age /physical status, checking their tickets/ bands to ensure that only authorized guest were availing the rides.
* Advising them to sat according to the rides sitting plan.

###### Summary of Skills

* Patience
* Resourcefulness
* Communication skills
* Interpersonal skills
* Good teaching skills
* Ability to get involved with the children easily.

###### Hobbies

* Cooking, listening and singing the music, reading .

###### Personal Profile

Date of Birth: 30/1/1983\*\*  
Marital Status : Married   
Languages known : English, Hindi  
Address: B-152 ground floor, Brij- Vihar Ghaziabad

###### Technical Qualification:

Microsoft Word, Microsoft Excel, Power Point, Internet.

###### Awards/ Achievement :

Awarded as a best Classical Singer of Vivekananda Girls College in year 2005.  
Participated in various Sports Events in my college.

Participated in Cultural Activities in my college.

###### Declaration:

I hereby acknowledge that the above given information are true to the best of my knowledge and belief.

Place: Ghaziabad (Dimple Kohli)