Ashok Kumar Gupta
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Total Experience:

- Around **6+** Years of Experience in IT industry.
- Mindtree Limited — 15 Months Feb 2018 to till date
- Hewlett Packard (Now DXC) — 24 Months Feb 2016 to Feb 2018.
- Knoah Solutions Pvt. Ltd. — 14 Months Nov 2014 to Feb 2016.
- Live Connect Global — 17 Months June 2013 to Nov 2014.

Client: Microsoft India Private Limited.

- Organization   : Mindtree Limited.
- Field/Team Size   : Azure Subscriptions Management Support/20.
- Period   : 12th Feb 2018 to till date.
- Experience   : 15 Months.
- Role   : Senior Engineer

Responsibilities:

- Handling Microsoft Azure Billing and Subscriptions account.
- Helping customers with their usage report and invoices of EA and CSP clients.
- Educating customers to understand their billing and usage.
- Resolving the customer's issues as per the severity.
- Converting Pay As You Go offer to Microsoft Azure Sponsorship subscription.
- Dealing with Enterprise Agreement and (Cloud Service Provider) CSP customers.
- Technical understanding of the following areas with a deep knowledge in at least one: Windows Azure Platform (IaaS), Operating System, Virtualization, Networking experience.
- Windows Azure Platform
- Windows Azure architecture and its components (Fabric, Compute, Storage)
- Knowledge of Windows Azure Platform services (IaaS)
- Azure Platform development and deployment Lifecycle
- Familiarity with tools: PowerShell, Fiddler, SDC, MSsolve, Cmat, Jarvis, Visual Studio & DevOps.
- Operating System/Virtualization
- Familiarity with Active Directory, Security, OS Internals concepts
- Understanding of Virtualization concepts and virtual system administration
- Experience with Hyper-V configuration and administration.
- Monitor, troubleshoot and resolve tickets in assigned queues, Deploy software and hardware. Coordinate with other staff for the purpose of completing incidents and requests efficiently. Work independently to resolve customer issues with little or no supervision

Client: Avaya India Private Limited.

- Organization   : Hewlett Packard Enterprise (Now DXC)
- Field/Team Size   : Incident Management Team (SLM) /30
- Period   : 10th Feb 2016 to 8th Feb 2018.
- Experience   : 24 Months.
- Role   : ITO Service Delivery Consultant

Responsibilities:

- P1/P2 Tickets monitoring and assigning them under given SLA i.e., < 10 min
- Proper escalation/assignment of the case & Proper Hand Off where needed.
- The case documentation with proper notes on the worked ticket.
- Continuous monitoring of contact center and FM/SFM tickets.
- Assigning Fault Management tickets to engineers in round robin fashion.
- Good understanding of network services and protocols i.e. , DNS, SSL, DHCP, Firewall, TCP/IP, FTP.
- Voicemail password resets in short span of time under given SLA.
- Understanding of application and infrastructure technologies including Cloud, network, storage, application development and AWS.
- Assist with balancing current workload to ensure support activities and enhancement requests are completed in agreed timeframe
- Worked on service ticketing tool Like MATRIX, REMEDY, SIEBEL and analyzing the AVAYA product Alarms, priority of alarms and assigning those cases to the desired India, Argentina, Costa Rica and Dalian Engineers.
- Escalating problems to various relevant technology groups as required.
- Resolving user and extension level issues related to Avaya phones.
- Coordinate and manage dispatched cases using SIEBEL ticketing system, follow-up, status tracking, and customer updates until case resolution on Matrix and REMEDY ticketing tools.
- Providing level 1/2 support by picking the phone calls & support for logging, tracking, Resolution and reporting of help desk incidents and service requests.

Client: Southern Telecom Inc.

- Organization   : Knoah Solutions Pvt. Ltd.,
- Field/Team Size   : Technical Support / 40.
- Period   : 25th Nov 2014 to 8th Feb 2016.
- Experience   : 14 Months.
- Role   : Voice Support Officer.

Responsibilities:

- Providing support in the international inbound and outbound call centre.
- Addressing customer's concerns on calls and resolving the issue that customers may have with the devices Manufactured by Southern Telecom.
- Log details of customer incident ensuring that accurate and complete information is obtained.
- Solving problems for customers with challenging expectations.
- Providing technical assistance to customers on calls who have challenges understanding the features of the products.
- Validating the information extracted from customers to ensure the effective technical solutions are offered.
- Ensuring secure way of payment transaction during inside sales.
- Good experience in handling warm transfers from other associates as a level-II technician.
- Making sure to escalate the pending cases to a concerned team without any process deviations.
- Ensuring customer's satisfaction on every call handled and maintained AHT.
- Validating the warranty on the products to ensure that there are no deviations in the process of offering service replacement**.**

Process: Lead Generation.

- Organization   : Live Connect Global
- Field/Team Size   : Technical Support/20
- Period   : June 2013 to Nov 2014
- Experience   : 17 Months.
- Role   : Agent.

Responsibilities:

- Making outbound calls and attending inbound calls using Go Autodial.

- Generating **Leads** of US residents and making them sign up with **Credit Score.**

- Guiding US customers over the phone to fill their application & promoting payday loans.

- Marketing through Emails & Knowing Customer's Credit Scores.

- Remote Control Desktops and PC using Ammyy, Join me, Team Viewer.

- Asking Customers to enter their Credit Card Details.

- Report Generation on daily basis, weekly basis, and Monthly basis.

- Providing **Voice**, **Email** & **Chat** support to Internal End Users & External End Users.

- Providing Loans to the Users and doing follow-ups.

- Forwarding their application to Affiliate Manager.

- Solid understanding of contact center technologies (Chat, CTI, IVR, Routing, Reporting, Inbound, Outbound)

- Displaying Affiliates banners over the website and asking the customer to follow.

- Configuration of GoAutoDial server and soft phone configuration for other agents on the floor.

Other Skills:

- Configuring of routers, Desktop, PC, Printers, and Laptops
- Sound Knowledge in **C-panel** and hosted couple of websites on IIS Web Server.
- Monitoring Go Autodial Server which helps us to know how many agents are Online.
- Basic understanding of Google's Double click for Publishers (DFP) Small Business.
- Troubleshoot client software and basic network connectivity problems.
- Working knowledge in **Digital Marketing**, **Affiliate Marketing,** and Online Advertisement.
- Ability to provide solutions to technical problems that may arise in PC or Laptops.
- Working Knowledge of Internet Information Service, FTP.
- Knowledge in handling OS like (Windows 7, 2008 server, 2003 server, office etc.)
- Good Knowledge in Google **AdSense**, **AdWords**, **Analytics** and **YouTube Monetization**.
- Installing Operating System using pen drives.
- Little Knowledge in Search Engine Operation alias **SEO**.
- Good Knowledge in Virtual Private Servers as Cloud Servers.

Technical Skills:

- Programming Languages   **:**   C, C++, C#.
- Web Technologies   **:**   HTML, XML, JavaScript, ASP.NET
- Operating system   **:**   Windows and Linux.
- Free Web Host's   **:**   000Webhost, Host-ed.
- Database   **:**   Oracle, MS SQL Server.
- Tools   **:**   Dreamweaver, Word Press, Adobe Photoshop.
- FTP   **:**   File Zilla, Smart FTP.
- VPN   **:**   Cyber-Ghost, Hotspot Shield, Private Tunnel.
- VPS   **:**   VPS.me, Host1plus, Haphost.
- Cloud   **:**   Microsoft Azure, AWS (EC2, S3, Work Space)

Assets:

- Good analytical skills.
- Willing to work in 24/7
- Enthusiastic worker in a team.
- Willingness to undertake challenging responsibilities.
- Achieved BRAVO award from Knoah Solutions.
- Certified Ethical Hacker & Implementing Microsoft Azure Infrastructure Solutions **50-733**

Personal Details

- Full Name: Ashok Kumar Gupta.
- Father's Name   : Bhayyalal Gupta
- Date of Birth   : 13th June 1992.
- Nationality   : Indian
- Gender   : Male
- Marital status   : Unmarried
- Languages knew   : English, Hindi, and Telugu
- Personality Traits   : Good Communication skill, Teamwork quality, Ready to work under pressure, professional, awaiting opportunities to meet new challenges.

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Ashok Kumar Gupta.