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| **Madhur Pucha** | | |  | D-9, 4th [Floor KR Bakery Building](http://cbs.wondershare.com/go.php?pid=2996&m=db) |
| Mobile No: 91-8884201201. | | |  | 1st Sector, 22nd main, H.S.R. Layout, |
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| Email: [thrilokmadhur@yahoo.com](mailto:thrilokmadhur@yahoo.com) | | |  |  |
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| Linked In: <https://in.linkedin.com/in/thrilok-madhur-putcha-813955> | | | | |
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| **Personal Information** | | | **Nationality:** Indian | |
| **Birth Date:** 12.07.1986 | | |
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| **Marital Status:** Married | | | **Languages:** English, Hindi, Telugu and Kannada | |
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| **Career Objective** | | |  |  |

To utilize my knowledge and skills to develop the Organization and grow along with the Organization’s growth.

**Summary of Qualifications**

* 8 months of experience as Post Implementation Project Manager at eClinicalWorks from Dec2017
* 2 years’ experience as a Specialist – Operations at Brillio Technologies from Aug-2015- May-2017
* 4 years’ experience as a Senior-Practitioner at Concentrix Technologies from Jan -2011 - Aug-2015
* 1 year of experience as a Recruitment and Marketing Executive at Avvas InfoTech Pvt Ltd from Jan-2010-Dec-2010
* 6 Months of experience as a HR associate at SKS Microfinance Ltd from Dec- 2008-May-2009

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| **Professional History**  **Post Implementation Project Manager**  **This position** | **Dec 2017 – till date** |

* This position is for Post Implementation Project Manager which will be dealing with Post GOLIVE Clients of eCW and internal cross-functional team. The critical aspects of this job are to manage customer relationship, expectations, project scoping, planning, execution, assessment and closure within the Post Implementation team.
* Manage day-to-day operational aspects of a project and scope.
* Own multiple accounts from activation until project closure
* Review deliverables prepared by team before passing to client.
* Effectively apply eClinical Works methodology and enforces project standards.
* Ensure that the project documents are complete, current, and stored appropriately.
* Facilitate team and client meetings effectively.
* Hold regular status meetings with project team.
* Effectively communicate relevant project information to project team.
* Resolve and/or escalates issues in a timely fashion.
* Understand how to communicate difficult/sensitive information tactfully.
* Set and manages client expectations.
* Develop lasting relationships with client personnel that foster client ties.
* Continually seek opportunities to increase customer satisfaction and deepen client relationships.
* Compile with and help to enforce standard policies and procedures.
* Understand customer limitations and propose alternatives / workarounds.
* Document customer requirements in an interface scope document.
* Should take complete ownership of projects.
* Should understand the technical aspect of the project.
* Should be able to execute the SOP (Scope of project) in proper manner.
* Deal with internal technical teams as & when required.

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| **Brillio Technologies India Pvt Ltd, Bangalore** | **August-2015 – May-2017** |
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| **Specialist – Operations** |  |

* Providing support for all Incident Tickets raised in the queue Technical Queries, Request, Complaints raised by the Microsoft Clients.
* Providing End to End Technical Support for Severity B and Severity C cases for Microsoft Products through mails, Skype chats and through calls.
* Analyzing, Tracking the issues technically by contacting the customer through Skype for Business and sending the correspondent response regularly to the customer according to the severity wise.
* •Escalating tickets in queue to appropriate functional areas as per Severity Basis and follow up with those functional areas to ensure completion within designated SLAs (Service level agreements).
* •Doing Quality check for the cases/Tickets evaluated by the other reviewers with proper outcome and accurate case quality during Review Sessions.
* •Mentoring and train the new employees regarding the Project.
* •Ensure case review and Quality assignments are completed for the day and preparing Root Cause Analysis.
* •Providing daily, weekly & monthly reports to respective manager.
* Subject Matter Expert for the project.
* Technical Hands on Experience in resolving Microsoft Application related issues with Windows 10, Windows 8.1, Windows 8, Windows 7, Windows Vista and Windows XP.

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| Email: [thrilokmadhur@yahoo.com](mailto:thrilokmadhur@yahoo.com) |  |
| Linked In: <https://in.linkedin.com/in/thrilok-madhur-putcha-813955> |  |
| **Professional History** |  |
| **Concentrix technologies (Formally IBM), Bangalore** | **January 2011 – August 2015** |
| **Senior Practitioner** |  |

* Providing support for all Incident Tickets raised in the queue Technical Queries, Request, Complaints about router configurations for ZTE and Huawei based on the severity.

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•Providing End to End Technical Support for Huawei and ZTE Routers through mails, skype chats and through calls. Level -2 and Level-3 Technical Support for Routers ZTE and Huawei

•Closure and Close Looping the Service Requests through monitoring the issue. Preparing Root Cause Analysis and Identifying KRAs.

* Setting up Individual and Team goals to meet SLA, Handling Escalations related to Technical aspects in Troubleshooting.
* Meeting the Client Requirements as controlling the Repeat, Updating the Team with Latest Technologies Change related to Devices & Routers.
* Technical Configuration of Settings for Mobiles, Routers, CPE’s, Data Cards, Wi-Fi devices.
* Technical Hands on Experience in resolving Internet-related issues with Windows 10, Windows 8.1, Windows 8, Windows 7, Windows Vista and Windows XP.

**Educational Qualifications**

**M.B.A (HRM and Marketing)** from Osmania University in the year 2006-2008.

**B.com (Insurance, HRM and Marketing)** from Acharya Nagarjuna Universityin the year 2003-2006.

**Certifications/Diplomas** **Awards**

•Diploma in Financial Markets

•Diploma in Rural Transmission

•Diploma in Rail Transport and Management

•Certifications on Customer Centricity and Collaboration

* Best Culture Catalyst for the year 2016-2017.
* Group excellence Award for BSYNC Globetrotter Nov-2016. •Runner up in the Bay Decoration Contest.

•Top Learner of the Month for June 2016 in Edu -riser.

**Technical Skills**

* Microsoft Tools: Unicorn, MS Solve, Case parser Pro, Office 365.
* Virtualization ESXI 5.0 and ESXI 5.1
* Microsoft Office and Lotus Notes

**Interests**

* Trekking, Adventure Sports
* Flying, Firing, Skit shooting, Riding- Bike/Horse and Driving.