

ANISH GUPTA

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Date:06/09/2018

<Name>

<Designation>

<Company Name>

<Address>i

<City, State>

Sub: <Position applied for>

Dear <Mr. / Ms.> <>

This is with reference to the advertisement / publication / telephonic conversation; I wish to express my interest in joining your team as a (Name of the Position).

Review of credentials would confirm my association as **Senior IT Professional, offering performance driven experience of over 15 years in the** areas of Customer Support, Operations Management, Service Delivery, IT Infrastructure, Branch Management, Business Development, Back End Operations, Budgeting, and MIS Reporting etc.

I have acquired profound knowledge of IT infrastructure and associated services operations management over the long stint of career. I have the credential of establishing a new branch in Surat for Redington (I) Ltd., within 3 years of working as a Senior Service Engineer. I received incentives of ₹ 18000 for the first financial year and ₹ 19000 for the second financial year for achieving skills targets in Redington (I) Ltd. I have been credited for efficiently handling revenue generation and stabilizing escalation.

With an innate sense of task prioritization, managerial aptitude, training & development and result oriented attitude towards accelerating organizational growth and that too in a high pressured, time bound and competitive environment, I reckon that my grooming level is apt to look outward for a **challenging senior level position, requiring complete grasp & grip of Customer Support, Operations Management, Service Delivery in IT industry of repute** and high level of professional loyalty, integrity and maturity.

A glance through my resume, attached along, shall familiarize you with my credentials. I am confident of fitting in the slot as well as in the team. However, should you desire personal interaction; I may be called upon where the possibility of our association could be explored further.

Sincerely,

Anish Gupta

Enc: Resume

ANISH GUPTA

A/43, Maninagar Society, Near Tulsi Dham Char Rasta, Manjalpur, Vadodara – 390 009

Contact: +91 93261 81100/95794 84581 • **E-mail:** anishgupta@msn.com

SENIOR OPERATIONS MANAGER

17+ years' rich experience in delivering optimal results & business value in high - growth environments in the areas of Customer Support, Operations Management and Service Delivery in the IT industry

PROFILE

- Post Graduate in Operation Management
- Technically sophisticated & result driven IT professional, offering cross-functional experience and comprehensive business/technical skill set for handling large scale delivery assignments in various platforms and technologies
- Core strengths in service level performance, service delivery, operations, need analysis, user support, client relationship etc.
- Solid domain knowledge and rich exposure in proposing technical solutions/evaluating the solution in terms of deliverability and cost effectiveness in a bid cycle for clients
- Exceptional dedication towards growth with cutting-edge technologies and seeking to achieve beyond expectation in every endeavor. Expert in full cycle of project planning and implementation
- Adroit in handling backend operations for minimizing the error level and enhancing productivity and implementing service strategies according to the set targets and actively involved in controlling service deliverable as per given SLAs & TAT
- Deft in systems/network architecture, installation, implementation, integration, troubleshooting, training and strategic support
- Innate strengths in identifying & developing potential accounts and retaining their business association with augmented customer services
- Prolific team leader, trainer and a natural motivator having the ability to integrate team efforts to maximize individual and team productivity. Good at gathering user requirements and customizing database solutions as per need
- Motivated and goal driven with strong work ethics, continually striving for improvement coupled with excellent administrative aptitude with an eye for detail and the commitment to offer quality work
- Result driven and focused with immaculate work habits, excellent man-management, time management and leadership skills

Core Competencies

• Strategic IT Planning • Technology Prudence • IT Infrastructure Integration • Technical/Quality Support • Data Backup/Recovery • Cross Functional Coordination • Requirement Analysis • Documentation/MIS • Knowledge Transfer • De-Bugging/Troubleshooting • Training & Development • Revenue Maximization • Business Development • Client Relationship Management • Analytical Skills

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

RELIANCE COMMUNICATIONS LTD.

Since May 2004

Asst. General Manager (Service Delivery) — South Gujarat, since Apr 2007

Service Delivery Manager, May 2004 to Apr 2007

- Shoulder the responsibility of managing a team of 15 Service Delivery Managers in the region i.e. Baroda, Bharuch, Surat and Vapi, to collect all the data and follow up for the timely completion of the orders sold
- Efficiently handle customers viz. Corporate (PSU's, MNC's, Govt. Dept.'s), shopkeepers, and end users
- Proactively provide all the required technical and mental support to all the service managers in the region
- Pioneer in revenue generation and stabilizing escalation
- Define the business mission and performance standards across all functional areas and periodically review performance with the deft application of concurrent management audit procedures
- Identify & understand client's requirements for customization & product enhancements, serve as the single point of contact for delivery and meet deadlines in compliance with time & quality
- Contribute techno-managerial inputs in the domains of project planning, designing, resource management to ensure total compliance with delivery needs
- Provide technical leadership while estimating and evaluating the efforts/schedules and manage the team and its grievances while training them on the project architectures
- Furnish guidance on the projects and its requirements of the clients over the technology, processes and applications while updating them on the regular project related developments
- Organize various training sessions for the team to enhance their performance

- Lead, mentor & monitor the performance of team members to ensure efficiency in operations and meeting of individual & group targets
- Key player in the analysis, development, and implementation of strategic business plans & policies, ensuring organizational growth, targeting maximum profitability & cost effectiveness
- Devise effective strategies and practical/cost-effective implementation plans to address identified issues and help deliver added business value
- Establish plan to ensure accessibility of Service Level Agreements (SLAs) and other relevant information to affected staff
- Ensure technical solutions are designed for performance, reliability, scalability, maintainability, supportability, business continuity & business agility while leveraging industry's best practices
- Impart perpetuity to business inflows by carefully developing and nurturing relations at decision-making levels with high-end clientele

Key Achievements

- Hold distinction of deftly handling escalation management which has played major role in building good customer relationship
- Conducted 'SWOT' analysis and utilized findings for designing customized strategies to enhance customer services

REDINGTON INDIA LTD.

Mar 1999 to May 2004

Service Delivery Manager, Surat (Apr 2003 to May 2004)

Service Engineer (Mar 1999 to Apr 2003)

- Accomplished responsibility for installation of personal computer's which includes installing an operating system, and the application used by the customer
- Drove the efforts for maintaining the systems under warranty, and provided all time support
- Gear the activities for locating, modernizing, observing, recommending product lineup including major products as HP, Compaq, IBM, Motorola, and Epson
- Reviewed existing systems & procedures and designed internal controls/quality audit checks for various operational areas for achieving higher operational efficiency, resource rationalization and cost reduction
- Competently managed call logs, vulnerability watch, antivirus updates, server logs check, root cause analysis & data backup while writing scripts to enable automatic backup; conducting network audit & site inspections
- Created customer satisfaction initiative program to identify areas of concern and implemented recommendations, significantly improving customer satisfaction
- Conceptualized & implemented strategies to enhance operational efficiency and ensured adherence to all the set parameters to enhance the efficiency of various aspects of the service delivery cycle
- Evolved innovative tactics and judiciously mobilized & managed resources to put the company on the path of growth and profitability
- Strategically aligned IT solutions with business objective, led selection of appropriate technology and vendor products
- Mentored project team members to keep them cheered up & motivated to deliver highest performance levels on demand
- Spearheaded efforts across managing back-office operations and achieving individual & group targets while guiding the team on functional and technical aspects

Key Achievements

- Having credential in establishing a new branch in Surat within 3 years of working as a Senior Service Engineer
- Received incentives of ₹ 18000 for the first financial year and ₹ 19000 for the second financial year for achieving skills targets
- Recognized as a hands-on, proactive professional who can rapidly identify problems, formulate tactical plans, initiate change and implement effective programs in challenging and diverse environments

PAST EXPERIENCE

Service Engineer, HIGHLIGHT CORPORATION, Jan 1999 to Mar 1999

Service Engineer, PRINT ELECTRONICS, Aug 1997 to Dec 1998

EDUCATIONAL CREDENTIALS

Diploma in Industrial Electronics(50%),PGDM,M.B.A from Welingkar Institute of Technology(Jan2016 Batch)-65.15%

Technical Qualifications

- M.C.S.E 2000, NetServer/Netfinity Server
- Training from HP and IBM, GSM & CDMA repairs training from Motorola
- C, C++, Visual Basic

References: Available on Request