

# Manish

## **Permanent Address:**

# 251 -A /33, Near Vishwakarma School,  
Kath mandi, Rohtak, Haryana  
Pin code: 124001  
**Phone:** +91-9729695795  
**E-Mail:** manishsharma369@gmail.com

## **Profile Summary**

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- I am currently looking for an opportunity on immediate basis as per our previous experience and skills.
- A professional applicant with more than five years' experience of performing clerical, operations, financial, It-es and office duties who worked successfully within tight guidelines while maintaining the standards of business operations procedures in a challenging environment.
- Highly effective team player with ability to develop relationship between themselves and clients.
- Adept at developing and maintaining detailed administrative and procedural processes that reduce redundancy, improve accuracy and achieve organizational objectives.

## **Core Competencies**

- Operations excellence, Good accuracy, Attention to details.
- Punctual, Hardworking, Enthusiasm, Scheduling and Time management skills.
- Leadership, Team work, Organization, Analytical and Problem solving skills.
- Project coordinator, Assistant, DEO, Computer, Clerical, Administrative and Microsoft office skills.

## **Professional Experience**

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### **WE EXCEL SOFTWARE PRIVATE LIMITED**

(03th March 2022 - Till date)

Client: Anaaj Bhawan (Anaaj Kharid)  
Designation: **Technical Support Ex.**  
Department - **IT - Operations**  
Location: **Chandigarh**  
Functions: **Team member/ Support staff**

### **Job Responsibilities/ Accomplishments:**

- Delivering technical support, managing IT operations and support users with a variety of technical issues.
- Experience and proficiency with a broad range of software's and applications.
- Maintain a working log detailing all required system updates, as well as the date of completion.
- Maintain all files, records, chronologies of every activity that moderately and complex in nature.
- Attend in-person meetings with clients to analyze, troubleshoot and diagnose hardware problems.
- Responsible for planning, coordinating and directing all computer-related activities.
- Keeping up to-date-with new product version released and general IT trends.
- Providing updated information on available upgrades and troubleshoot computer-related problems.

### **AKAL INFORMATION SYSTEMS LIMITED**

(18th Aug 2019 - 30<sup>th</sup> June 2021)

Client: **Department of Prosecution**  
Designation: **Executive Help-desk**  
Location: **Rohtak, Jhajjar (Haryana)**  
Functions: **Team member/ Support staff**

**Job Responsibilities/ Accomplishments:**

- Delivering technical support, managing ITES operations and supporting users with a variety of technical issues.
- Experience and proficiency with a broad range of software's and applications.
- Keeping the coordinating, scheduling and conducting ICT, Software, functional level training.
- Providing updated information on available upgrades and troubleshoot computer-related problems.
- Keeping up to-date-with new product version released and general IT trends.

**TATA CONSULTANCY SERVICES LIMITED****(22th June 2015 - 31<sup>th</sup> May 2019)****Client: Hdfc Life Insurance Company Limited****Designation: Operations Executive****Location: Chandigarh****Functions: Team member/ Support staff****Job Responsibilities/ Accomplishments:**

- Doing all work related to operations i.e. Scrutiny of new business, Agency forms,
- Payment counter activities, office coordination, customer servicing, policy servicing, issuance, maintain accuracy, etc.
- Performing critical financial, Non-financial back-end processing with 100% accuracy.
- Experience and proficiency with a broad range of software's and applications.
- Oversight of day-to-day operations and delivering quality of work.
- Keeping up to-date-with new product version released and general IT trends.

**Extra-Curricular activities:**

- Participated in "National Conference on Advance Computing Technologies (NCACT-2013)", held at MDU, Rohtak.
- Participate in "Personality Development, Communication skills and Resume writing", held at MDU, Rohtak.

**Professional Certifications:**

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- **Data Entry Operator - English** - Unifiers Social Venture Pvt Ltd.
- **Life Science - Chromatography Data System (CDS)\_Foundation** - TCS Limited.
- **Operation Management.**
- **Business Process Management.**
- **Project Quality Management.**

**Educational Qualifications**

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- **M.C.A, DCSA, M.D. University, Rohtak, Haryana,2014**
- **B.C.A, Vaish College, M.D. University, Rohtak, Haryana,2011**
- **XII, (C.B.S.E.), Vaish Public School, Rohtak, Haryana,2008**
- **X, (C.B.S.E.), V.K. Public School, Rohtak, Haryana,2006**

**Personal Details**

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**Date of Birth:** 27<sup>th</sup> Sept. 1989**Mother's Name:** Smt. Bimla Devi**Gender:** Male**Father's Name:** Sh. R.C Sharma**Marital Status:** Married**Languages Known:** English, Hindi.**Declaration**

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I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date:

Place

**(Manish)**