

PRABHA RAWAT

ASC Network Support



Objective

Seeking a challenging and rewarding opportunity with an organization of repute which recognizes and utilizes my true potential while nurturing my analytical and technical skills.



Work Experience

ASC Network Support- CAV, 10th December'21 - Current.

Sony India PVT. LTD. New Delhi, India

- Implement and promote DevOps practices to improve collaboration between development and operations teams.
- Analyse and understand operations need and try to automate the manual process to decrease the human errors.
- Provide IS support to PAN India for operations applications such as AP NeWSIS, ROC Portal, B2B Portal, LMS and RMS.
- Conduct User Acceptance Testing (UAT) for operations applications to ensure their functionality and usability.
- Create guidelines and best practices for PAN India to ensure correct methods for handling system software.
- Managing Service Operations by publishing key activity dashboards on daily/ weekly basis.
- Publish service KPI dashboard metrics such as Replacement Portal Pendency, MRN Gap, SubContracting Challan, etc.
- Follow up with concern PICs on daily basis to close pending tasks and ensure timely resolution.
- Monitor and analyse service KPIs to identify areas for improvement and implement proactive measures.
- Tools I am currently using are AP NeWSIS, RMS, ROC, B2B Portal and SAP.

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LinkedIn:

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Skills:

- Microsoft Office (Excel, MS Word & Power Point).
- Excel dashboards.
- SQL.
- IS Support & Handling.
- User Acceptance Testing.
- Technical Support Specialist.
- Escalation Management.
- Team Coordination.
- Quick learner.
- Communication.

Rewards:

Awarded by Performance Reward in recognition for my outstanding performance, commitment and dedicated services given to the organization in FY 22-23.

Promoted in Service Operations department as ASC Network Support.

Projects:

Conducted mobile parts audit, processed debit for missing parts, and generated SRN for available parts. Performed stock outs to clean system inventory. Resulted in a significant debit amount recovered and successful clearance of inventory. Strong attention to detail and accurate inventory management demonstrated.

Academic Training & projects:

- 6 Months Industrial Training in Indraprastha Power Generation Company Ltd.
- Diploma, Minor Projects– Voltage Regulator (6 V), Electronics Letter Box, Disco LED’s.
- Diploma, Major Project– Home Appliances Control by Mobile.
- B. TECH, Minor Project- Temperature Monitoring and Alert System using IOT.
- B. TECH, Major Project- Fire Extinguisher Robot.

Technical Support Specialist, 24th April’18 – 09th Dec’21.

Sony India PVT. LTD. New Delhi, India

- Provided technical support to customers through web support, ensuring adherence to communication procedures, guidelines, and policies.
- Supported customers/clients for a range of products including VAIO, PlayStation, Home Theatre, TV (BRAVIA), Mobile, etc., delivering post-sales and pre-sales services, troubleshooting technical issues, and managing escalations in line with company guidelines.
- Handled escalations of Service Head, social media, NCH, and Management levels, effectively resolving complex customer concerns and ensuring customer satisfaction.
- Managed a team of 15 to 20 agents as Floor Support, offering guidance and support to optimize performance and deliver exceptional customer service.
- Presented daily agents' performance and login dashboards, providing insights for performance improvement and driving productivity. Additionally, conducted technical training for freshers and organized monthly training sessions for team members to enhance technical skills and knowledge.



Educational Credentials

- **B. TECH, Electronics & Communication (71%), 2022.**
Aravali college of engineering and management.
YMCA University – Faridabad.
- **Diploma, Electronics & Communication (82%), 2018**
Meerbai Institute of technology.
BTE - New Delhi.
- **10th, (78%), 2015**
Sarvodaya Kanya Vidyalaya.
CBSE - New Delhi.



Interests

- Art.
- Outdoor games.
- Travelling