

## **MRUNAL PATIL**

Phone: +91-8928384262

Email: [mrunalpatil155@gmail.com](mailto:mrunalpatil155@gmail.com)

Current Location: Pune

Role- **Team manager**

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### **PROFESSIONAL SUMMARY:**

I am a very well organized, articulate, proactive, comfortable with detail, non-hierarchical professional who likes to foster strong working relationships having strategic leadership quality with extensive team management experience. Builds training, mentoring, and development opportunities to drive performance. Shares robust resource planning and project delivery expertise. Organized project manager focused on leading professional teams and smooth operations to accomplish business objectives. Reliable in exceeding expectations for quality, safety, and efficiency. Skilled in leading and motivating team members to success.

### **WORK EXPERIENCE**

**Company Name: Vyom Lab Pvt Ltd**

**JUN 2022 – JUN 2023**

**Project: Accenture (Axis bank Project)**

**Role: Team Lead (Application monitoring and support)**

### **KEY RESPONSIBILITIES:**

- Inspired 31 team members to achieve or exceed goals through regular motivation, implementing loyalty incentives, and facilitating team-building activities.
- Maintained excellent employee relationships by cultivating a supportive, positive, and helpful working environment.
- Resolved complex customer inquiries, disputes, and complaints.
- Evaluated team performance and provided constructive feedback to improve daily goal achievement.
- Completed audits and risk assessments to achieve regulatory compliance with excellent relationship management, communication, and interpersonal skills.
- Oversaw work of administrative staff supporting ticketing operations and facilitated key cross-functional collaboration.
- Handling patch management solution for infrastructure.
- Handling Software Management Solution: adding the managed task in workflow and troubleshoot.
- Deployment of software on new sites and maintenance of existing sites
- Communicate with the IT department and other concern team members to maintain a relationship with the property.
- Promptly respond to customer inquiries via phone, mail, and ticketing portal.
- Execute performance and statistical monitoring and develop procedures and best practices to improve the overall environment and flawless operation of a server.
- Adding and reducing resources of VM's.
- Knowledge about ITSM , Service Now ticketing tool ,Linux Operating Systems.
- L1, L2 and API support to clients and handling their request.

**Company Name: Teams Computer**

**OCT 2019 – APR 2022**

**Project: BNP Paribas Bank.**

**Role: Technical support.**

#### **KEY RESPONSIBILITIES:**

- Conducted training sessions with customers to demonstrate software updates, new systems, and hardware.
- Provided clear and concise step-by-step technical support to guide clients.
- Addressed and resolved SLA issues promptly using an OTRS system.
- Communicated technical computer information to non-technical audiences by providing simplified presentations and demonstrations.
- Asked customers targeted questions throughout troubleshooting to determine smart solutions.
  
- Installed and set up applications for clients, including anti-virus software and Microsoft Office.
- Responded to customer emails, calls, and live chat regarding technical malfunctions and issues to fix remotely.
- Logged and completed reports to submit technical details to management.

**Company Name: Sutherland.**

**Role: Desktop Support Executive.**

#### **KEY RESPONSIBILITIES:**

- Supported junior staff members through informal on-the-job training and supervision.
- Demonstrated ability to manage stress while providing professional and high quality customer service.
- Communicated effectively with technical support teams to resolve escalated issues swiftly and efficiently.
- Utilized root cause analysis to diagnose and troubleshoot commonly reoccurring issues.
- Provided real-time support to staff with technical issues on conference and video calls.
- **L1, L2, Support, SQL, API Support and Linux OS.**

**Company Name: Wipro InfoTech**

**DEC 2016 – AUG 2019**

Project 1<sup>st</sup>: HDFC bank Project

Project 2<sup>nd</sup>: CCNA (CID Project)

**Role: Desktop support engineer**

#### **KEY RESPONSIBILITIES:**

- Provided first-class PC support, using outstanding working knowledge of various Windows and Microsoft Office applications.
- Assisted customers with software package installations, enabling high-performing IT systems.
- Handled support desk calls, communicating complex technical information clearly and succinctly for optimal service user understanding.
- Constructed, installed, and tested customized configurations based on various platforms and operating systems.
- Oversaw antivirus installation, scans and monitoring and other security protocols to protect the privacy of systems.

#### **CORE SKILLS:**

- Priority management
- Goal development planning
- Training and development
- Staff appraisals
- Technological expertise
- Team building coordination
- Issue resolution
- Operational planning
- Staff complaint management
- Task delegation

#### **SOFTSKILLS:**

- Leadership: I have strong leadership skills with the ability to motivate and manage teams to achieve project objectives.
- Communication: Effective communication is critical in any leadership role. I communicate clearly and concisely with my team as well as with other stakeholders such as clients, vendors, and senior management.
- Problem-solving: As a team lead and manager, I had been responsible for resolving a wide range of issues and challenges.

**ACADEMIC QUALIFICATION:**

Exam	Board/University	Year of Passing	Percentage (%)
B.Sc. (Chemistry)	Sivaji University Kolhapur	2016	89.40%
HSC	Maharashtra State Board Kolhapur	2013	58.00%
SSC	Maharashtra State Board Kolhapur	2011	83.03%

**EXTRA-CURRICULAR ACHIEVEMENTS:**

- Awarded as the Best Student of the Year, Yashwantrao College, Karad in A.Y.2006-07 and A.Y.2009-10.
- Held the position of Team leader for three consecutive years of MCC (Maharashtra Cadet Corps) from 2008 to 2010.
- Active participation in NSS (National Service Scheme) from 2014 to 2015  
Participated as a volunteer in the campaign "Better India for Health.

**PERSONAL INFORMATION:**

**Language:** English, Hindi, Marathi (Mother tongue).