**ANKITA BHOSALE**

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**Objective:-**

To achieve a high degree of excellence on the job assigned. Aspiring to be a part of competitive and challenging environment wherein my knowledge and skills can be shared and enriched.

**Experience 1 :-**

* Organization : Working with Reliance Communications Infrastructure Ltd.

(DAKC, Navi - Mumbai) in RCOM Enterprise Department.

* Designation : Technical Support Executive (TSE)
* Duration : 05th June 2013 to September 2014
* Total Experience : 1.4 Year

**Responsibilities during work:-**

* Handling Service Delivery process from Broadband Enterprise Customer.
* Handling Broadband Enterprise Customer. Follow up with all CSAM and Field team to solve their customer issue and also to get the customer retain Delivery.
* Coordinating with SOMG team for any network related issue, Arranging FA team, IMSG Team to the customer premises for Service support from SWITCH and NOC team.
* Co-ordinate with FA team to check whether the customer site is ready for Service Delivery.
* Handling escalation of high value enterprise customers
* MACD Work on different tools like Clarity and Toad.
* Co-ordinate with IMSG team to check the feasibility is available in the customer premises or not to delivery our service.
* Interacting with different customer from all over India & taking the feedback about the product & services and coordinating with Service Assurance & Service Delivery Manager to solve the Request & Complaints of the customer within the given SLA.
* Preparing DATA with the help of EXCEL and also preparing the MIS report for enterprise CSAM and other Team.

**Experience 2 :**

* Organization : Working with Atharva Educational Institute.
* Department : Hotel Management
* Designation : Office Assistant
* Duration : 11th Nov 2014 to 31st Oct 2015
* Total Experience : 1 Year

**Responsibilities during work:-**

* Attending calls of the Guests and agents regarding the resort booking .
* Taking follow-up with Guests for confirmation by checking mails.
* Sending quotations to Guests and then taking follow-up for the payments.
* Coordinating with accounts department for the payment details.
* Sending guests confirmations to resort as well as guests.
* Keeping record of the booking, guest payments.
* Handling queries & complaints of the guests.
* Coordinating with online portals agents like goibibo, travelguru, makemytrip etc.
* Operating facebook account of blue ocean resort, website and updating packages.
* Attending marketing calls regarding advertisement.
* Making new packages for regular booking, festivals and joint holidays bookings.

**Experience 3 :**

* Organization : Working with Wipro Ltd
* Client Project :Volkswagen India Pvt.Ltd.
* Designation : Service desk Anministrator
* Duration : 25th Apr 2016 to24th Apr 2017
* Total Experience : 1 Year

**JOB RESPONSIBILITIES:**

* Review incident alerts generated and declare major incidents through **HPSC V 2.7.0.8 tool**.
* Handling the escalations from end user and provide the proper solution to user for closure.
* Maintaining the Quality Analysis report on weekly basis and publish
* Responsible for attending calls regarding any software or hardware conflict.
* Create and modify the Standard process documents.
* Taking remote and providing basic level of trouble shooting for PC, Laptop, configure needed software. E-Mail Client Configuration & troubleshooting (MS Outlook) on different devices like laptops I-Pad via phone or remote machine.
* Coordinate with IT team and other technical management team.

**MAJOR INCIDENT MANAGEMENT ACTIVITIES:**

• Review incident alerts generated and declare major incidents.

• Monitor the business impact being caused and work towards to reduce the impact.

• Prepare major incident report.

• Ensure major incident process is followed if change is involved, ensure emergency change is created and implemented.

• Decide when to involve vendor / Wipro support group if the team is not able to resolve the issue and ensure support from these teams till the issue is resolved.

• Ensure major incidents not meet SLA.

**Experience 4 :**

* Organization : Working with IMSI Staffing
* Client Project : John Deere Pvt Ltd
* Designation : Service desk Engineer
* Duration : 20th May 2019 till current date
* Total Experience : 2 Year

**JOB RESPONSIBILITIES:**

* Review incident and declare major incidents through **Service Now**.
* Assigning Incident to appropriate groups and engineer and take end to end follow up till ticket closure.
* Handling outlook service desk mailbox .
* Handling priority tickets and share the communication on email to management and all location users.
* Provide support to users via call, chat , email.
* Using MS Teams application for chat and web call support.
* Using Outlook for email support.
* Handling the escalations from end user and provide the proper solution to user for closure.
* Responsible for attending calls regarding any software or hardware conflict.
* Create and modify the Standard process documents.
* Taking remote and providing basic level of trouble shooting for PC, Laptop, configure needed software. E-Mail Client Configuration & troubleshooting (MS Outlook) on devices like laptops via remote machine.
* Coordinate with IT team and other technical management team.

• Monitor the business impact being caused and work towards to reduce the impact.

• Prepare daily incident report and share with management on email.

• Ensure major incident process is followed if change is involved, ensure emergency change is created and implemented.

• Decide when to involve vendor / John Deere support group if the team is not able to resolve the issue and ensure support from these teams till the issue is resolved.

• Ensure major incidents not meet SLA.

**Educational Qualification :**

* Bsc IT from Mumbai University in 2012 to 2013 with 56%
* H.S.C Passed out in 2009 to 2010 with 52 % from Mumbai University
* S.S.C Passed out in 2007 to 2008 with 75 % from Mumbai University

**Personal Information:**

* Name : ANKITA BHOSALE
* Date of Birth : 20th Aug 1992
* Gender : Female
* Marital Status : Married
* Nationality : Indian
* Languages Known : English, Hindi, Marathi

**Declaration:**

I hereby declare that all the information given above is true and clear to my Knowledge

& if found wrong or any stage can result in cancellation of my Application for the same post.

**Date: / /2019**

**Place:** PUNE  **(Ankita Bhosale )**