**CHOUDHAR NIKITA SAGAR**

A2, 508, Aishwaryam Hamara,

Near SNBP International School ,Moshi,

Pune - 411062

**Course** : BE ( Computer Engineering)

**Mobile**: 7796487984

**Email** : nikitak035@gmail.com

**Curriculum Vitae**

**OBJECTIVE :**

Looking for challenging career which demands the best of my professional ability in terms of technical and analytical skills, and helps me in enhancing my current skills and knowledge.

**QUALIFICATION DETAILS :**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **EXAMINATION** | **INSTITUTION** | **YEAR OF PASSING** | **BOARD** | **MARKS OBTAINED** |
| S.S.C | Lady Taherunnisa Inamdar School, Pune | 2011-12 | Maharashtra State Board,Pune | 84.40% |
| H.S.C | Nowrosjee Wadia Junior College, Pune | 2013-14 | Maharashtra State Board, Pune | 60% |
| BE | D Y Patil School of Engineering | 2014-18 | Savitribai Phule Pune  University | 80.06% |

**SKILLS :**

* **Salesforce admin knowledge**
* **Team management**
* Insight Sales Knowledge and Experience
* Ability to work under pressure
* Decision making
* Ability to accept and learn from criticism
* Positive attitude and strong work ethics
* Always ready to accept feedback
* **Languages** :C, HTML
* **Database**  : SQL
* **Operating System** : Window, Linux

**AREA OF INTEREST :**

* Salesforce / Phoenix
* Web Designing
* Networking
* IOT
* Database Management System

**TRAININGS :**

* Participated in Communication Skills and Personality Development workshop.
* Undergone in Networking Training at I- Medita, Pune-Cisco Networking Labs.
* Participated in the State Level Workshop on "Cyber Forensic and Cyber Crime

Investigation" .

* Participated in Workshop on "Digital Signal Processing".
* Participated in the Camp on "Entrepreneurship Awareness(EAC)"sactioned

under DST-NIMAT.

**Experience :**

**Wipro Experience: 4 Years 11 months**

**Telstra Channel Care Process: (July 2019 – Present)**

**Working as a Team lead since 3 years in Channel care.**

* Interacting with clients as per process requirement.
* Manage and govern team performance.
* Meting client KPIs and SLAs.
* Working on salesforce to create leads, NBN opportunities for customer accounts.  
  Design, configure, installation and management of customer network.
* Deliver technical support, managing operations, diagnosing and resolving hardware, software and other network problems.
* Perform operational task through working on several tools such as: OMNI channel, Salesforce, Maxim, NBN Co-Portal, E-East, Magpie, Tid WAS, FlexCab, Mica, AXIS etc.
* Provide NBN & BAU Telecom support to Telstra Commercial customers through various tools including OMNI channel.
* Perform IP routing changes, IP address changes, Internet firewall policy changes, router configuration changes.
* Raise feasibility, perform relocation, modification, cancellation for various products. Acting as the technical escalation point within the networking team.
* Responding to enquires in a professional and timely manner. Giving quality feedback and service to customer at all times.
* Assist Front-end sales team with solution support and design.
* Follow SLA & OLA.
* Prepare CDR, CSR and other operational reports.

**Telcom Live Chat Process**: **(July 2018- May 2019)**

As an associate my responsibilities are:

* Assisting customers to resolve the network issue with the mobile device.
* Provide troubleshoot step to fix the network issue.
* Test the network for iOS and android devices with the help of tools like Modini, Siebel and other client-supported tools.
* Email troubleshooting and configuration.
* Highly experienced in raising Trouble tickets and providing the desired resolution within the given SLA.
* Also worked as a sales representative to assist the customers in choosing the best plan possible for mobile service.
* Helping the customers with their bundle and billing query.
* Auditing chats & maintaining daily tracker of escalations.

**PERSONAL DETAILS:**

Name : Choudhar Nikita Sagar

Address : A2,508,Aishwaryam Hamara, Near SNBP School, Moshi, Pune 411062

Date of Birth : 08/07/1997

Gender : Female

Nationality : Indian

Hobbies : Watching Cricket, Reading, Travelling, Dancing.

Email Id : nikitak035@gmail.com

I hereby declare that all the above said facts are True to my knowledge.

Date:

Place: (**Nikita Choudhar)**