CURRICULUM VITAE

Manjeet Kumar

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Carrier Objective:

I would like to work with a progressive organization, where my Technical & Analytical skills will be utilized and will also offer me a challenging work environment with excellent growth opportunities for my carrier.

Skills:

Editor: VS Code, Epsilon, Notepad++, Studio etc…
Languages: HTML, CSS, JavaScript, Jquery, Bootstrap, Angular, C#, SQL.
Office Tool: Microsoft Word, Microsoft Excel, Outlook.

Working Experiences:

Present Employer:

1) Techbooks International Pvt. Ltd.
 A-37, Sector 60, Noida-201301, UP, India
 ➢ *Helpdesk Engineer/Techinical Support Engineer: -* (12-Feb-2018 to Present)

- Responsible for providing technical support to ACM authors.

- Take ownership of customer issues reported and see problems through to resolution.

- Research, diagnose, troubleshoot and identify solutions to resolve customer issues.

- Handling all categories of helpdesk tickets (L0, L1, L2 and L3) for ACM clients.

- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams.

- Provide prompt and accurate feedback to customers.

- Ensure proper recording and closure of all issues.

- Prepare accurate and timely reports.

- Document knowledge in the form of knowledge base tech notes and articles.

- Follow the SLA for issues with respect to the severity.

- Ask customers targeted questions to quickly understand the root of the problem.

- Track computer system issues through to resolution, within agreed time limits.

- Talk clients through a series of actions, either via email or chat, until they've solved a technical issue.

- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers).

- Refer to internal database or external resources to provide accurate tech solutions.

- Ensure all issues are properly logged.

- Prioritize and manage several open issues at one time.

- Document technical knowledge in the form of notes and manuals.

Past Employer:
2) Thomson Digital (A Division of Thomson Press India Ltd.)
   A-129, NSEZ, Noida-201305, UP, India.
   Pre-Editor: - (02-Nov-2016 to 10-Feb-2018)
- Responsible for File Structuring, Pre-Editing, XML conversion etc according to the customer guideline and DTD.
- Responsible to generate department load, productivity report etc.

3) Contentra Technologies India Pvt. Ltd.
   D-103, Okhla Industrial Area Phase - I, New Delhi – 110020, India.
   ➤ *Project Executive: -* (16-Jan-2015 to 28-Oct-2016)
      Responsible for Conversion of Books/Newspaper/Magazines with using HTML/CSS/XML/Epsilon, Abbyy Fine reader etc.

Skill Training:

- **UI/UX:** I have completed Six months industrial training from CHETU India Pvt. Ltd., Noida.

Educational Qualifications:

- Pursuing MCA from IGNOU, New Delhi (2022).
- BSC from LNMU, Darbhanga (2017).
- 12th from BSEB, Patna (2013).
- 10th from BSEB, Patna (2011).

Skills Reflecting Personality:

- Team Management, problem solving, able to multitask.
- Able to cope up with the changing environment.
- Able to learn and apply quickly & effectively.

Personal Details:

Father's Name	**:**	Lt. Premanand Jha
Date of Birth	**:**	18 July 1995
Gender	**:**	Male
Marital Status	**:**	Married
Nationality	**:**	Indian
Languages known	**:**	English & Hindi
Hobbies	**:**	Listening Music

Declaration:

I hereby declare that the information given in this document is accurate and true to the best of my knowledge.

Date: *Signature* **(Manjeet Kumar)**