

## Resume

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**D.O.B** : 15 June1990



**CAREER OBJECTIVE:** To obtain a challenging position in the IT sector where I can leverage my technical expertise and analytical skills to develop innovative digital solutions, enhance operational efficiency, and support the organization's technological and financial objectives.

### WORK EXPERIENCE:

<b>1.</b>	<b>Company:</b> Concentrix Pvt. Ltd.	<b>Company Type:</b> IT/Consulting	<b>Location:</b> Thane	<b>Duration:</b> 12 months	<b>Year:</b> Nov 2024 – Nov 2025
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**Work exp.:** Troubleshooting the issues of Laptops and Desktops.

**Role:** Technical Support

#### Responsibilities:

- Supporting Laptops and Desktops like HP, Dell etc.
- Using the different Troubleshooting methods to fix the error and debug.
- Also handling the queries for Microsoft 365, Windows11 etc.
- With the help of applications CDAX (CRM), Global Newton (for ticket, service order etc). to assist the customers.
- Identify, record, and thoroughly document bugs or inconsistencies using testing methods.
- Maintain detailed records of customer interactions, reported issues, and resolutions in the ticketing system.
- Assist in testing and deploying new software, patches, or system upgrades.
- Collaborate with other IT teams to identify recurring issues and improve support processes.
- Validate fixes and perform re-testing of resolved issues.
- Ensure software meets quality, usability, and performance standards.

<b>2.</b>	<b>Company:</b> Microvista Technologies Pvt. Ltd.	<b>Company Type:</b> IT/Consulting	<b>Location:</b> Gujarat	<b>Duration:</b> 06 months	<b>Year:</b> Mar 2024 – Sep 2024
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**Work exp.:** Software support & sales to clients like CA, CS and Tax consultants.

**Role:** Business Development Officer

#### Responsibilities:

- Providing the Application support to the existing clients.
- **C2X Finance XBRL Software** – Cloud based, **Power GST** – Desktop based & **Notice alert** – cloud based software.
- Supporting the clients for the payment process and follow up on the same.
- Application functioning & its tabs options for preparing the reports of **GST reconciliation, Vendor reconciliation** etc.
- Integrating the **ERP Application** (Tally Prime or Tally ERP etc) with the GST Application.
- Maintaining day to day purchase reports along with the transaction details.
- Performing online Application demo to the **CA, CS and Tax consultant**.
- Installing the **GST Application** in their System / Device.
- Resolve queries, manage incoming and outgoing calls and help investigate issues.

- Setting up meetings with potential clients and listening to their concerns.

<b>3.</b>	<b>Company:</b> HDFC Sales	<b>Company Type:</b> Banking	<b>Location:</b> Navi-Mumbai	<b>Duration:</b> 07 months	<b>Year:</b> Jun 2023 – Jan 2024
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**Work exp.:** Resolving and managing receivables processes of home loan products & services.

**Role:** CRM Officer

#### Responsibilities:

- Managing customer's data using Application **Salesforce CRM**.
- Collection of the payments and preparing the payment report.
- Understanding, investing and resolving the **receivables** and **collections** issues.
- Reviewing and managing **receivables** processes.
- Useful Applications like CRM (Salesforce), Microsoft, Excel etc. to perform the tasks.
- Building good relations with client like **HNI, NRI**, self-employed etc.
- Coordinating with support team, customer service, Finance and sales, as needed.
- Verifying the document like **ITR, GST** etc.

#### ACADEMIC CREDENTIALS:

Qualification	Institution/University	Specialization	Percentage/CGPA	Year
PGPM / MBA	IBS Business School, Mumbai	IT/Finance	6.41	2022
M.Tech	Manipal Institute of Technology, Manipal	Manufacturing / Operations	7.78	2018
B.E	Pravara Rural Engineering College, Shirdi	Engineering	51.33	2013
HSC	Army School, Ranchi	PCM	65.67	2008
SSC	K.V Dipatoli, Ranchi	All subjects	56.67	2006

#### CERTIFICATIONS:

- [Excel \(I&II\)](#): Great learning
- [Trends in AI for Financial Services](#): Great learning

#### SKILLS:

- [Advance Excel](#): V-Lookup, H-Lookup, Match, Index, Macro etc.
- [MS Office](#): Word, Excel, Access, PowerPoint, Outlook etc.

### **INTERNSHIPS:**

**Company:** Sage Solution Pvt. Ltd.

**Internship Title:** Customizing the ERP modules for the clients.

**Role:** Functional Consultant

**Responsibilities:**

- Work with the clients on Implementation of ERP Application.
- Requirement gathering.
- Scope documentation (draft and agree project plans).
- Providing support to the end user.

**Duration:** 01 months | **Year:** Jan 2021 – Feb 2021

**Company:** L&T, Bangalore

**Internship Title:** Analysis of supply chain management methodology for the construction of heavy equipment.

**Role:** Operations Intern

**Responsibilities:**

- Meetings with the store members of the workshop for the procurement of components, used for the construction of equipment.
- Meeting with the vendors and suppliers to cross check the delivered orders.
- Identify the raw materials from the inventory, stored in the workshop by ERP (Oracle) and moving them to the manufacturing unit etc.
- Ensuring the quality and profitability of a product at each stage of SCM.

**Duration:** 12 months | **Year:** Aug 2017 – July 2018

**Organization:** Indian Railways, Nagpur

**Internship Title:** Testing of Rail-Bearings (L10 life).

**Role:** Trainee (Testing)

**Responsibility:**

- Finding the errors and deformations in the profile of the rail-bearings.

**Duration:** 01 month | **Year:** Dec 2016 – Jan 2017

### **AWARDS AND ACHIEVEMENTS:**

- Paper presented at **National level** “Micro unmanned aerial vehicle” in Kopargaon, Maharashtra.
- Published research paper on *Biomimetics* - Conceptual analysis and design of a monkey drone.
- Played cricket up-to Regional level (**under 16**) from K.V Dipatoli, Ranchi.

### **CO-CURRICULAR ACTIVITIES:**

- **Class representative** in 4<sup>th</sup> semester of MBA in 2021 - 2022.
- **Subject coordinator** in 2<sup>nd</sup> semester of MBA in 2020.
- **Subject volunteer** in 2<sup>nd</sup> semester of MBA in 2020.
- **Coordinator** in Departmental event in B.E.

**LANGUAGE PROFICIENCY:**

English, Hindi and Marathi.

**HOBBIES & INTERESTS:**

Reading newspapers, Swimming & Listening music etc.