

## Resume

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**D.O.B** : 15 June 1990



**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:

1.	Company: Concentrix Pvt. Ltd.	Company Type: IT/Consulting	Location: Thane	Duration: 12 months	Year: Nov 2024 – Nov 2025
<p><b>Work exp.:</b> Troubleshooting the issues of Laptops and Desktops. <b>Role:</b> <a href="#">Technical Support</a> <b>Responsibilities:</b></p> <ul style="list-style-type: none"><li>Supporting Laptops and Desktops like HP, Dell etc.</li><li>Using the different Troubleshooting methods to fix the error and debug.</li><li>Also handling the queries for Microsoft 365, Windows 11 etc.</li><li>With the help of applications CDAX (CRM), Global Newton (for ticket, service order etc). to assist the customers.</li><li>Identify, record, and thoroughly document bugs or inconsistencies using testing methods.</li><li>Maintain detailed records of customer interactions, reported issues, and resolutions in the ticketing system.</li><li>Assist in testing and deploying new software, patches, or system upgrades.</li><li>Collaborate with other IT teams to identify recurring issues and improve support processes.</li><li>Validate fixes and perform re-testing of resolved issues.</li><li>Ensure software meets quality, usability, and performance standards.</li></ul>					
2.	Company: Microvista Technologies Pvt. Ltd.	Company Type: IT/Consulting	Location: Gujarat	Duration: 06 months	Year: Mar 2024 – Sep 2024

**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.

3.	<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:	
<b>Company:</b> Sage Solution Pvt. Ltd. <b>Internship Title:</b> Customizing the ERP modules for the clients. <b>Role:</b> Functional Consultant <b>Responsibilities:</b> <ul style="list-style-type: none"> <li>• Work with the clients on Implementation of ERP Application.</li> <li>• Requirement gathering.</li> <li>• Scope documentation (draft and agree project plans).</li> <li>• Providing support to the end user.</li> </ul> <b>Duration:</b> 01 months   <b>Year:</b> Jan 2021 – Feb 2021	
<b>Company:</b> L&T, Bangalore <b>Internship Title:</b> Analysis of supply chain management methodology for the construction of heavy equipment. <b>Role:</b> Operations Intern <b>Responsibilities:</b> <ul style="list-style-type: none"> <li>• Meetings with the store members of the workshop for the procurement of components, use for the construction of equipment.</li> <li>• Meeting with the vendors and suppliers to cross check the delivered orders.</li> <li>• Identify the raw materials from the inventory, stored in the workshop by ERP (Oracle) and moving them to the manufacturing unit etc.</li> <li>• Ensuring the quality and profitability of a product at each stage of SCM.</li> </ul> <b>Duration:</b> 12 months   <b>Year:</b> Aug 2017 – July 2018	
<b>Organization:</b> Indian Railways, Nagpur <b>Internship Title:</b> Testing of Rail-Bearings (L10 life). <b>Role:</b> Trainee (Testing) <b>Responsibility:</b> <ul style="list-style-type: none"> <li>• Finding the errors and deformations in the profile of the rail-bearings.</li> </ul> <b>Duration:</b> 01 month   <b>Year:</b> Dec 2016 – Jan 2017	

AWARDS AND ACHIEVEMENTS:
<ul style="list-style-type: none"> <li>• Paper presented at <b>National level</b> “Micro unmanned aerial vehicle” in Kopergaon, Maharashtra.</li> <li>• Published research paper on <i>Biomimetics</i> - Conceptual analysis and design of a monkey drone.</li> <li>• Played cricket up-to Regional level (<b>under 16</b>) from K.V Dipatoli, Ranchi.</li> </ul>

CO-CURRICULAR ACTIVITIES:
<ul style="list-style-type: none"> <li>• <b>Class representative</b> in 4<sup>th</sup> semester of MBA in 2021 - 2022.</li> <li>• <b>Subject coordinator</b> in 2<sup>nd</sup> semester of MBA in 2020.</li> <li>• <b>Subject volunteer</b> in 2<sup>nd</sup> semester of MBA in 2020.</li> <li>• <b>Coordinator</b> in Departmental event in B.E.</li> </ul>

<b>LANGUAGE PROFICIENCY:</b>
English, Hindi and Marathi.

<b>HOBBIES &amp; INTERESTS:</b>
Reading newspapers, Swimming & Listening music etc.