**MOHIT YADAV**

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| **Mobile No.**  **Email**  **Address** | **: +91 8090501601, +91 9990198096**  **:** mohit.8090.rbl@gmail.com  **:** Gali No.2, INDIRA VIHAR  KHORA COLONY  NOIDA- 201301 |

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To work in a firm with a professional work driven environment where I can utilize and apply my knowledge and skills which would enable me as a professional to grow while fulfilling organizational goals.

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| **ACADEMIC CREDENTIALS** |

* 10th (CBSE)
* 12th (UP)
* Pursuing (B.COM)

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| **EXPERIENCE** |

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| **Position** | **Company** | **Duration** |
| Technical Support Engineer | Novus Connect Private Limited | (05 Aug 2017 – Till Now) |

**Role and Responsibilities of job:**

(Novus Connect Private Limited)

* Provide technical assistance regarding computer hardware and software.
* Establish accounts for new users and assist with password or login problems.
* Maintain the servers and database.
* Design the catalog of every dialer product of the company and provide the demo to the client of our products.
* Solve the client issue of the whether it is panel related through logs.
* Responsible for managing all Dialers related activities.
* Maintaining and uploading the data on the dialers as per process requirement.
* Managing IVR CALL FLOW.
* Managing Chassis & PRI Cards. (Donjin)
* Managing GSM Gateways.(NiceUC, OpenVOX, DinStar)
* Managing PRI Gateways. (OpenVOX)
* Call Center Platform & SMS Blaster Configuration on iCloud.
* Creating VMs & Managing Servers.
* Visit client site to help them to resolve their technical problem.
* Responsible for maintaining smooth functioning of Telecom system in organization.
* Responsible for maintaining data backup.
* Generate reports and logs from server using (SQL Database & PostgreSQL).
* Responsible for the UAT, Rollout and Go-Live processes for the Dialer Software.
* Participate in business wide meeting to provide insight into technical requirements.
* Deployed tools to remotely access, customer systems, allowing quicker determination of root cause and problem resolution.
* Worked independently and in a team environment to troubleshoot complex problems, research potential resolutions, and assist customers with implementation via phone, emails, and WebEx/Any Desk.
* Work on APIs & third party URL Integration with Dialer Software.
* Configuration and troubleshooting analysis in response to customer’s productions requirements.
* Log detailed reports documenting customer reported issues, action plans and resolutions.
* Able to manage multiple support incidents and follow-up with customers in a timely manner.
* Respectfully communicate with the customer to gather information needed to resolve their issues.

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|  | |  | | --- | | **COMPUTER PROFICIENCY** | |  |

* **Applications:** Photoshop, Notepad++.
* Internet Information Services (IIS).
* **Application Database System**: MSSQL, PostgreSQL, Glassfish Server.
* **Help desk and Tech support:** Hardware Assembly, Maintenance and Drivers.
* **Networks Configuration:** Servers, Routers, Internet.
  + Actively participated in various activities in school.

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| **SUMMARY OF STRENGTHS** |

* + Ability to rapidly build relationship and set up trust.
  + Confident and determined.  Ability to work with team as well as individually.

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| **HOBBIES** |

* + Cycling
  + Villages Visiting
  + Internet Browsing

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| **PERSONAL DETAILS** |

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| **Father’s Name** | : Mr. RAMANAND YADAV |
| **Mother’s Name** | : Mrs. SEEMA YADAV |
| **Date of Birth** | : 08-April-1996 |
| **Address** | : Gali No. 2, INDIRA VIHAR, KHORA COLONY, Noida-201301 |
| **Nationality** | : Indian |
| **Marital Status** | : Married |
| **Languages Known** | : Hindi (Mother), English |
| **Personal Skills** | :Team Facilitator, Good Communication Skills. |

**I do hereby declare that the above information is true to the best of my knowledge and can be verified.**

**Date:**

**Place: Noida**

**(MOHIT YADAV)**