



## Pradeep Kumar

### Remote Technical Specialist - Team Leader at IBM

(+60) 0167532230 | pradeep9727@yahoo.com | 30 years old | Johor Bahru, Johor

Experience 7 years

Previous CitiPhone Officer  
Citigroup

Education National University of Malaysia  
Bach Degree, Computer Science/ IT (2007)

Nationality Malaysia

## Experience

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Jan 2009 - Present  
(5 years 6 months )

### Remote Technical Specialist - Team Leader IBM

Monthly Salary MYR 4,037

- Handling technical inquiries on IBM / Lenovo based products (Laptop, Desktop, Monitor, Projector, Server), basic knowledge in LAN / WAN networking infrastructure.
- Experience & knowledge in Win XP, Win Vista, MS Office, Printer Mapping, Lotus Notes, VPN, etc.
- Experience in supporting end users for their daily PC usage problem & inquiries.
- Handle SAP based system, basic knowledge in SQL command, Active Directory, routing & network patching
- Provide training for new agents on product & process flow, disaster recovery planning
- Monitor level 1.0 agents' performance
- Handle Customer Satisfaction Issues
- Approve / Reject level 1.0 agents' cases from troubleshooting & process flow aspects
- Make sure agents are on track & performing well
- Have one to one sessions with agents for performance improvement

Aug 2007 - Aug 2008  
(1 year )

### CitiPhone Officer Citigroup

Monthly Salary MYR 2,300

- To handle Citibank (Singapore) customers' inquiries on banking and credit cards via phone.
- To promote new products of Citibank

2004 - Apr 2004  
(3 months )

### Contract Clerk HSBC

- Dealing with customers, handling financial documents, updating personal information of customers, etc.

## Education

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2007

### National University of Malaysia

Bachelor's Degree in Computer Science/Information Technology | Malaysia

Major Industrial Computing  
CGPA 2.68/4

2003

## SMK Dato' Jaafar

Higher Secondary/STPM/"A" Level/Pre-U in Sciences | Malaysia

Major  
Grade

Biology  
Grade B/2nd Class Upper

## Languages

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*Proficiency level: 0 - Poor, 10 – Excellent*

Language	Spoken	Written
Bahasa Malaysia	10	10
English	10	10
Tamil	10	10

## Additional Info

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Expected Salary MYR 4,500  
Preferred Work Location Johor

Other Information

### CAREER OBJECTIVE:

Full-time position in a multinational corporation which offers a professional working environment and enabling me to grow while meeting the corporation's goals.

### STRENGTHS:

- \* Strong academic background in information technology, including strong interest in the line of Multimedia Technology.
- \* Excellent communication skills with fluency in English, Malay and Tamil.

### SIGNIFICANT COURSEWORK:

- \* Was based in Brisbane, Australia for supporting corporate clients on hardware related inquiries of Lenovo products.
- \* Attended Lenovo Certified Training Courses
- \* Attended Adobe Photoshop Intermediate Level Course held at the National University of Malaysia.
- \* Attended Macromedia Flash MX 2004 Beginner level Course held at the National University of Malaysia.
- \* Attended several ICT Conferences
- \* Attended 'Speak with Confidence' workshop by Heather Hansen, Hansen Speech & Language Training.
- \* Developed an inventory system using Visual Basic .NET

### ACTIVITIES:

Studying Project Management Professional (PMP) course.

Member, World Wildlife Fund.

Member, ICT Society, UKM.

Member, Tamil Society, UKM.

Member, Penyayang Club, UKM.

Organized club events including regular club get-togethers and special occasions such as Deepavali, Ponggal, Family Day. Assisted other students to improve their teamwork and communication skills.

## About Me

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Gender Male  
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