

# Vivek Saxena

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## OBJECTIVE

Seeking a technical management position with leadership responsibilities including problem solving, planning, organizing and managing key resources to achieve the corporate goals.

## SUMMARY OF QUALIFICATIONS

Results-oriented, high-energy, hands-on professional, with a successful record of accomplishments in MIS Division, Customer Service and quality work.

Major strengths include strong leadership, excellent communication skills, competent, strong team player, attention to detail, dutiful respect for compliance in all regulated environments, as well as supervisory skills including hiring, termination, scheduling, training, payroll, and other administrative tasks. Thorough knowledge of computer science by being an MCA & CCNA.

## PROFESSIONAL EXPERIENCE

### Self Employed (Aug 2014 – Present )

- Started own Event Management in 2019 – “Divyanshi Events”, exclusive for shopping enthusiasts in the city by inviting craftsmen from all over UP.
- Became the first distributor of Eveready Industries in UP (since last 10 years or more).
- Managing a retail outlet of electrical items as Authorized Distributor in UP for two companies - Eveready and C&S Electric.
- Did a business of 45 lacs in 2 years time with both the companies
- Circulated the products of Eveready and C&S Electric in entire UP and obtained contracts with builders for newly constructed houses & societies for the electric part.

### Configuration Engineer / MIS In Charge for UPE Circle | Nokia Siemens Network

Lucknow, UP

Oct 2007 – Jul 2014

#### Responsibilities:

- Managing a team of 80 employees scattered in entire UP East for managing the 2G & 3G Network of customer Vodafone in terms of Network Availability and maintaining the quality.
- Working with HR on resource hiring during the interview process and giving valuable feedback.
- Coordinating with the Infra Providers in UPE (BSNL, AIRTEL, TATA, IDEA) for network management and providing the best possible service to the customer and end user.
- Regular training of resources for the better efficiency in work culture.
- Ensuring the Health and Safety of resources by maintaining the quality standards of work and regular medical checkup of resources at office premises.

#### Achievements:

- Received FIWIC Award (Jan – March 2012) from Circle Head Sir Rajeev Tripathi & Manager BSS Sir Mohammed Saif towards active participation in COR Sign off of both 2G & 3G within stipulated timelines.
- Achieving best SLA in MTTA & MTTR : 5th Position among all 12 Vodafone MS Circles
- Daily Resolving the GNSC issues with concern FOPS and GNSC Team & minimize the gaps between two parties resulting smooth GNSC operations
- 100 % correct updating of Escalation matrix on SWA TOOL and not a single escalation from circle & GNSC Matrix

**Team Lead in Energy Monitoring Cell (EMC) | Vodafone**  
*Lucknow,UP*

*Mar 2007 – Oct 2007*

- Responsibilities:**
- Monitoring of Vodafone sites in terms of the power consumption
  - Frequent Site visits to monitor the efficiency of the guard / technician and to keep a close check on the diesel consumption
  - Created and maintained a database of the Vodafone sites in respect of the equipment that is being used on individual sites.

**Customer Care Exec for Citibank – USA | Convergys India Limited**  
*Gurgaon*

*July 2006 – Dec 2006*

- Responsibilities:**
- Provide the Customer Support to Citi Bank Customers in USA and for UP-Selling as well.
  - Achieving the targets and meeting the quality standards in performing the duties
  - Acting as a mentor for new joiners and teaching them how to work on-floor in live situation

**Floor Coach for Cushman & Wakefield - USA | Niit Smart Serve**  
*Gurgaon*

*Jan 2005 – Apr 2006*

- Responsibilities:**
- Updating the real estate properties in USA for Cushman & Wakefield – A leading Property firm in USA
  - Team Leader of a self motivated and energized team who are focused on achieving the targets and ensuring the quality standards remain on top priority
  - Constantly interacting with the customer in USA through Web ex / Con calls.

**Achievements:**

- Received Certificates from the Head of Operations for maintaining the quality standards and being the team player for helping the entire floor in achieving their combined and individual targets

**Administrator of Microsoft VUE, Faculty – Software Programmer | ASSET International**  
*Lucknow, UP*

*Aug 2002 – Nov 2003*

- Responsibilities:**
- Administrating the Microsoft Online Exams at the center
  - Training the Govt. employees of UP DASP in their software curriculum
  - Creating custom made software for various clients using VB as front end and MS Access as back end

EDUCATION

Education	Institution	Year of Passing	Division
CCNA	NIIT Ltd	2013	1st
MBA	IMT Ghaziabad	2012	2nd
MCA	Sikkim University	2011	1st
B.COM	Lucknow Christian College	2000	2nd