

DEEPA DAMODAR POOJARY

Email: deepa91june@gmail.com

Mob : 9870529386/7208385954

Career Objective:-

To work in towards the objective of the company where I can utilize my full skills and knowledge which would help the organization to grow and further enhance my growth profile. Dynamic and active with an independent disposition to resolve technical issues under extreme pressure whilst ensuring complete client satisfaction and team efforts.

Academic Qualification :-

Degree	School/ College	University	Year	Percentage
B.Sc.IT Sem VI	Vartak College	Mumbai University	April 2012	72.5%
B.Sc.IT Sem V	Vartak College	Mumbai University	November 2011	60.13%
B.Sc.IT Sem IV	Vartak College	Mumbai University	March 2011	72.80%
B.Sc.IT Sem III	Vartak College	Mumbai University	October 2010	69.20%
B.Sc.IT Sem II	Vartak College	Mumbai University	April 2010	68.93%
B.Sc.IT Sem I	Vartak College	Mumbai University	October 2009	72.40%
HSC	SIES College of Economics and Commerce	Maharashtra State Board	Feb-2009	81.83%
SSC	St.Jude's High School	Maharashtra State Board	March 2007	81.23%

Professional Exposure :-

QuantumLink Communications Pvt Ltd.

Experience: Sep 2017-Present

➡ Designation: Sr. Executive - Technical Support:

- Working on the PostMaster Enterprise Server(Mailing server)
- Working on the Backup Server (BackTrack)

- Troubleshooting of SMTP,FTP,LDAP etc, repairing the MySQL database, Converting HSQL to MySQL, Antivirus and Antispam
- Installation and configuration of PostMaster Enterprise and PostMaster Express Server
- Providing complete Bulk mailing solution by Product named as MailDirect and handling the queries regarding auto campaign and Normal campaign.
- Providing complete solution of Mail Hosting and Web hosting services (MailServe).
- Troubleshooting of FieldSense application, tracking, Attendance management etc app for Field force through calls,Chats,Email.
- Worked on OSD ticketing tool.
- Test the Application for smooth running & bug fixing.
- Provide training & Demo to client for better understanding the software.
- Inputted information from customer calls and onsite service visits into the company's system using Software.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Installed, tested and services, ensuring that they functioned correctly.

Hazel Merchantile Pvt Ltd.

Experience: May 2014-Aug 2017

➡️ Designation: Officer-Technical Support:

- Providing technical support to clients on Export, Excise Manufacturing & Trading Software.
- Troubleshooting.
- Design Reports, Invoice structure on CRYSTAL reports as per client requirements.
- Database Testing.
- Testing the software to rectify the bugs.
- Intact training to client for better understanding the software.
- Achieved high levels of client satisfaction by resolving client complaints promptly and efficiently.
- Building and retaining client relationships through continuous follow-ups.
- Website setup in IIS & SQL server 2008 R2 Database setup & testing.

Suninfy Technology Pvt. Ltd.

Experience: Oct 2012-April 2014

➡️ Designation : Project Admin and Technical Support:

- Handled all the Website designing projects, Managing the Bulk mail, Bulk Sms, Place order etc.
- Managed multiple projects by analyzing client requirements and business situations.
- Suggest client innovative and creative ideas, resolve technical issues.
- Worked with the clients for collecting and obtaining approvals on their Website designs.
- Managing the complete database of the website & do uploading.

- Update the website as per the requirement of the client.
- Providing technical support and recommendations on various web products.
- Building and retaining client relationships through continuous follow-ups.
- Do Testing Once Work is completed.
- Accountable for project execution from inception to final hand-over.

Technical Skills :-

- HTML, SQL,
- Did Basic Java Training From SEED INFOTECH Institute.

Extra-curricular activities :-

- Participated In Inter College Competition Held Our College.
- Participated In Technical Presentation Event Of INTEGRITY VISUAL EXPO 2010.
- Worked In An Inter-Collegiate Fest “INTEGRITY 2012”

Strenghts :-

As an overview, I am highly solution focused, hard working, versatile team player who will strive to excel in any work environment to meet the corporate requirements, with exceptional work ethic, integrity and attention to detail. Dedicated and focused, willing to take on challenging roles, tough assignments and work to tight deadlines. I have Positive Attitude Towards Every Situation, Flexible And Innovative, Goal Oriented.

Personal Details :-

Date of Birth : 24th June 1991
Gender : Female.
Nationality : Indian.
Marital Status : Single.
Language Known : English, Hindi, Marathi, Tulu.
Interest : Dancing , Drawing, Watching T.V.

Address:

Anand Deep, Bldg. No.3, 'E' Wing Room no. 9, Pendse Nagar, Road No.2, Dombivali (East)

Declaration :-

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Deepa Poojary

Signature