###### Ganga bhavani Gubbala

Mobile: 9553668887

E-mail: bhavani.reddi3@gmail.com

**ABRIDGEMENT:**

* A highly self-motivated and dynamic professional with 4.9 years of experience in service.
* Possessing effective organisational skills and excellent working knowledge in handling customers and as well as internal resources.
* To apply my knowledge to work and solve problems efficiently and enhance my professional skills by learning new things that will help me make better contributions to the organization.

**OBEJECTIVE:**

Seeking a better & responsible position in an organization that provides me an opportunity to enhance my personal and professional skills in conjunction with goals and objectives of an organization.

**PRIMARY SKILLS:**

* Ability to resolve customer complaints and concerns.
* Skill in the use of computers, preferably in a PC, Windows-based operating environment.
* Knowledge of planning and scheduling techniques.
* Skill in organizing resources and establishing priorities.
* Listening skills.

**EXPERIENCE SUMMARY:**

IND innovation ltd. Client: IBM India – Account::Manappuram Finance Ltd Since JULY 2017 – APR 2021 IT service support Coordinator

**JOB DESCRIPTION:**

* Coordination between the customer and engineers across the state.
* Handling the multiple customers of multiple projects.
* Taking ownership of Incidents and Problems assigned to team through to resolution as per SLA.
* First point of contact for all IT related queries.
* Providing first level support for all IT queries through remote.
* Handle customer escalations effectively and ensure timely closure of all calls within SLA.
* Periodic review meetings with PM to ensure service quality levels are as per SLA norms.
* Review monthly customer feedback through customer review database.
* Handle and develop good relations with principle vendors.
* Customer service Improvement rating target.
* Responsible for Service Delivery Audits on monthly basis for the sites.
* Responsible for Quality Check reports of the sites on daily basis.
* Responsible for daily reports of desktop.
* **OEM MANAGEMENT:**
* Logging the under-warranty cases with concern OEM, obtaining the ticket and tool updation.
* Escalation of calls to Concern Vendor Team after first level problem Isolation.
* Track inventory for any items sent for repairs and follow up for Replacement.
* **HELPDESK MANAGEMENT:**
* Maintaining SLA`s as per company policy.
* Managing movement of Engineers on emergency basis and call closure
* IBM Maximo incident tool updation.
* Maintaining Engineer Productivity.

3i infotech ltd Client: IBM India – Account :: Manappuram Finance Ltd Since AUG 2016 – JULY 2017 IT Service /Call Coordinator

**JOB DESCRIPTION:**

* Coordination between the customer and engineers.
* Taking ownership of Incidents and Problems assigned to I Team through to resolution as per SLA.
* First point of contact for all IT related queries.
* Providing first level support for all IT queries through remote.
* Handle customer escalations effectively and ensure timely closure of all calls within SLA.
* Periodic review meetings with PM to ensure service quality levels are as per SLA norms.
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* Maintaining SLA`s as per company policy.
* Managing movement of Engineers on emergency basis and call closure
* IBM Maximo incident tool updation.
* Maintaining Engineer Productivity.

**EDUCATIONAL QUALIFICATION:**

* Degree B.A in Andhra university in June 2010 with 57%.
* Intermediate from IPE-Andhra Pradesh in 2005 with 54.5%.
* SSC from Board of Secondary Education of AP in 2003 with 63.8%

**PERSONAL KEY COMPETENCES:**

* Leadership and resource management skills.
* Able to take responsibility for actions and outcomes.
* Proactive and Fast Learner.
* Excellent customer facing skills.

**PERSONAL INFORMATION:**

* Date of Birth : 11/07/1988
* Gender : Female
* Marital Status : Married
* Nationality : Indian
* Languages : Telugu & English.

AS I SEE MYSELF:

A skilful and resourceful employee, able to provide attention to details to achieve highly productive results within rigorous technical and timeframe standards at any level of responsibility. Eager to apply knowledge and talents to achieve additional areas of specialization. A self-starter, able to work independently or as a part of a team in alternating priority situations. Always eager to learn new technologies.

I hereby declare that all the statements in the curriculum vitae are true to the best of my belief.

Date: Signature

**(Ganga Bhavani G)**