

# NILESH GANVIR

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## Curriculum Vitae

### Career Objective

To obtain challenging, innovative career advancement opportunities with concern that will enhance and nurture my skills as a proactive and productive individual

### Skill Sets

- Knowledge of Database, Web-technologies.
- **Certification:** SQL Fundamentals course.
- Knowledge of Telecommunication, SQL.
- Microsoft SQL server (**DDL**- Create, Alter, Drop; **DML**-Select, Insert, Update, Delete).
- Familiar with Altium Designer (PCB Designing), MicroCPro, Microsoft Word, MS Excel.
- Business Communication, Listening Skills, Ability to work independently.

### Work Experience

#### Excellon Software Private Limited – Tech support Engineer

Jan 20 - Present

- Performed remote installations, upgrades, and repair using phone, online chat, and remote desktop software.
- Diagnosed operating system problems, repair all issues, and remove malware as defined by scope of work.
- Interact with clients on a daily basis to aid in network installation, support, and maintenance.
- Provide support to the dealers on daily basis and maintain relationship with customers.
- Tools Used – Excellon 5, Excellon 5.1, Any desk, Ammy Admin, Team Viewer

#### Konnect Communication - Sales Executive

May 19 – Jan 20

- Maintain good relations with existing customers to promote new and upgraded products.
- Developed impressive sales plan through effective sales methodology.
- Responsible for identifying new sales opportunities setting appointments and generating revenue.
- Responsible for keeping an active sales funnel and providing weekly or monthly progress reports to management.

#### WiproTechnologies

Client :- Aditya Birla Capital

Feb 18 – March 19

- Troubleshooting network, system and login related issue. Web base application and Software base support.
- Testing and installation of various applications at UAT and troubleshooting issues at initial level.
- Working knowledge of IT Hardware and software. Printer and scanner installation and configuration on remote.
- Ensure that solution and application support documentation is maintained to the highest Quality and Accuracy.

**Entercoms Solutions Pvt. Ltd**

**Project: - Dell Operations Support**

**Aug16-July17**

### **Roles and Responsibilities**

- Incident Manager for customer queries related hardware problems of **Dell** systems through Delta application.
- Resolved high priority and medium priority issues in time bound manner and Achieved **100%** customer satisfaction.
- Effectively dealt with customers from APJ and EMEA regions.
- Analyzed performance reports and improvised for better Service Level Agreements (SLAs) adherence.

### **Achievement**

- 2<sup>nd</sup> Rank in inter college carrom tournament.
- Runner up in inter college cricket tournament.
- Participating in Archery and Handball game at district level.
- Winning title: - Sportsman of the year in 2016.

### **Extracurricular Activity**

- Worked as active volunteer in NSS.
- Participating in Fashion Show at college level.

### **Hobbies and Interests**

- Dancing
- Gym
- Travelling
- Playing Carom.

**Achieved Degree in Electronic & Telecommunication - 2016.**

Date:

Place:

(Nilesh Ganvir)