VIJAY KUMAR

9953926592 (Cell), Email id:vijaypal.shephard@gmail.com

CAREER OBJECTIVE

To work in a progressive organization where my education, capabilities, creative ideas, professional and personal skills are best utilized along with the goals of the organization. I always feel that there is a better or more efficient way to do things.

OVERVEIW

- A Professional with around 5.6 year experience in the areas of Service desk & Remote resolution and Team Management.
- Certified in ITIL V3Foundation certificate, ITIL Intermediate Operation Support & Analyst certificate, Microsoft -MCSE Windows -7 configuration, ITIL intermediate Operation process optimization certificate.
- Proven Track record of highly customer satisfaction.
- Have rewarded multiple times for the customer satisfaction.

CURRENTLY WORK EXPERIENCE

Tata Consultancy Services :

- Currently working with **Tata Consultancy Services** since 11-Dec-2013 as Analyst on Jaguar **Land Rover** UK based project.

RESPONSIBILITY & CONTRIBUTIONS:

- Working on BMC Remedy Tools & take care SLA of service restoration & request tickets.
- Working on second line (End User Support) issue on multiple applications.
- Provide support to new team members on service desk to fix the technical & priority issue.
- Provide weekly training to new resources.
- Responsible for high, critical priority tickets & coordinating with support team and onsite team for resolution.
- Responsible to handle sensitive & VVIP users.

- Coordinating with software licensing & packaging team for new software or any amendment on it.
- Has to maintain customer satisfaction survey on monthly basis along with minimum survey target for respective month.
- Needs to complete mandatory competencies & certification in provided timeline
- Issuing laptop &desktop to onsite users & activate their RSA token along with support to RSA setup in machine.
- Coordinating with NSC location user's ticket & coordinating with NSC support team.

KEY ACHIVEMENTS:

- Multiple Appreciation mail received from users.
- Got the award for highest customer satisfaction survey in Jul -2015
- Promoted as analyst from associate (System Engineer) in Oct 2016.
- Rewarded as best team in Oct 2016.
- Rewarded for service & commitment in Dec 2016.
- Rewarded for best customer satisfaction survey in whole service desk.

ATTRIBUTES:

- Second line support to user on Remote Control.
- Responsibility to take care software installation SLA.
- Handling escalation & take ownership give the resolution to user on priority.
- Helped to new associates on their call or call transfer on same time & ticket close as FTF.
- Given technical & process training to new resources in weekly basis .

PREVIOUS WORK EXPERIENCE

Canara Hsbc life Insurance Company Ltd:

- Worked with **Canara Hsbc life Insurance Company Ltd** as a Process **Associate** from **Apr-2011 to Jun 2013**.

RESPONSIBILITY & CONTRIBUTIONS:

- Handling customer service E-Mail desk of "**Pending for Requirement Process**".
- First point of contact for any query related "**Pending for Requirement Process**".
- First point of contact on the escalation related PFR Process.

- Maintaining RI and RIF waiver on PFR Cases as per eligibility grid.
- Handling NRI Medicals for lapsation drive.

KEY ACHIVEMENTS:

- Multiple Appreciation mail received from customers.
- Continue Handling Pending for requirement along with NRI medical process which was successfully implemented at Choice in the year 2012 and 2013.
- Recognition received from HOD.

ATTRIBUTES:

- Creating MIS for "Pending for Requirement, ACC and Surrender Process".
- Handling escalation call for current process.
- Helped in successfully movement of Pending of requirement process from persistency to customer service.

Canara Hsbc life Insurance Company Ltd on the pay roll of (**3i Infotech**) as a Process Associate from **28-Apr-2011** till **06-June-2013**.

RESPONSIBILITY & CONTRIBUTIONS:

- First point of contact for any query related "Pending for Requirement Process" for Persistency and Aegis.
- Supervising for Pending for requirement (PFR) of 6 agents of HO.
- First point of contact on the escalation related PFR Process.
- Assignment of PFR data to field and Sales team across PAN India.
- Sharing performance MIS with field team across PAN India.
- Maintaining RI and RIF waiver on PFR Cases as per eligibility grid.
- Maintaining manual tracker of medical report for early closer of Case.
- Maintaining DNC Tracker for Persistency.

KEY ACHIVEMENTS:

- Successfully implemented "Pending for Requirement Process" at Choice in Nov, 2011.
- Successfully implemented "Medical Process" at Choice in Jan, 2012.
- Recognition received from HOD.

ATTRIBUTES:

- Team Handling for current process
- Handling escalated calls for Team Member.

EDUCATION QUALIFICATION

- Xth passed from C.B S E in 2003.
- XIIth passed from C.B.S.E in 2005.
- B.A.(Pass) passed from DU in 2010.

PERSONAL DETAILS

Father's name	:	Hari Ram
Date of Birth	:	25 Dec. 1986
Address	:	B-137 Bharth vihar kakrola
		Near Dwarka sec- 15 New Delhi-78
Language Known	:	Hindi, English,.
Marital Status	:	Married
Hobbies	:	Listening Music

Declaration: I here by declare that above furnished information is true to the best of my knowledge and belief.

Date: