

Komal Kshirsagar

Contact Me



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About Me

Gender

Female

Birth Date

18/03/1985

Marital Status

Married

Language Know

English, Hindi, Marathi

Other Info

Skills

Team Management
(Team of 30 people)
Communication (Strong)
Ability To Work Under Pressure (Yes)
Decision making (Quick)
Time Management
(Efficient)
Leadership (Strong)
Teamwork (Believe in teamwork)
Creativity (Introduced chat process)

Achievements

Chat Process (Introduced chat process alongside other teams to get the UI designed in communication with all tools. Implemented a new mode of contact with technical desk apart from call and emails. Call load was reduced by 35%)

Hobby

Music, Gym, Trekking.



Career Objective

To work in high-grown organization with a competitive and challenging environment that creates an ideal condition for delivering high quality services.



Education

IMTS | IMTS

2007 | BE

64.33 Percentage

IMTS | IMTS

2004 | Diploma

62.66 Percentage

Peoplecert | Peoplecert

2014 | ITIL foundation V3,

88 Percentage

Peoplecert | Peoplecert

2015 | ITIL Service Operations

90 Percentage

MCP | MCP

2015 | Windows Server R2

900 Percentage



Experience

Tiger Logistics | Assistant Manager

Oct 2016 to Jul 2017

- Identifying areas for business improvement.
- Developing maps and flowcharts of current and future business processes.
- Flagging up potential problems at an early stage.
- spreadsheets for business meetings.
- Handling 3 team leaders with the team of 10 each.
- Assigning the work strategy and targeting the customers for the appointments and send those information to the respective team .
- People management
- Team management
- Leave management

Mphasis | Sr Infrastructure Engineer

Jan 2013 to Sep 2015

- The key to an effective Service Desk is ensuring that there is clear accountability and that roles are defined so as
- Escalate issues and involve experts wherever required in order to resolve issues as quickly as possible.
- Documents status of cases and provides updates to management, team and end users.
- Provides timely resolution of problems or escalation on behalf of customer to next level or management.
- Knowledge of products, processes, services offered by client.
- Manage the overall desk activities, including the supervisors
- Report to senior managers on any issue that could significantly impact the business
- Attend Change Advisory Board meetings
- Ensuring that staffing and skill levels are maintained throughout operational hours by managing shift staffing
- schedules, scheduling roster
- Undertaking HR activities as needed
- Acting as an escalation point where difficult or controversial calls are received
- Arranging staff training and awareness sessions
- Liaising with change management
- Performing briefings to Service Desk staff on changes or deployments that may affect volumes at the Service
- Desk
- making action plans for the team and leaders
- shift management

Natural Essential | Technical Support

Apr 2012 to Jan 2013

- Email accounts
- Password resets
- Login problems
- Browser problems
- Internet access
- Support of Microsoft Application Suites
- Assistance with some admissions and registration difficulties
- Wireless network access
- Generate and review EOD reports for the process.
- Redirect incidents to appropriate technical teams.
- Responsible for motivating technical teams in delivering high-quality service



Projects

Chat Process | Idea To Implementation

6 Month

Introduction to chat process for varian. Reduced number of calls by 35% by routing the traffic to chat.



Declaration

I do hereby declare that the above given statements are true and correct to the best of my knowledge.

Komal

Komal Kshirsagar