

## **VIPIN KUMAR**

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8826407084

### **Career Objective: -**

To achieve excellence in working as dynamic professional offering solutions to business using the best available where my analytical ability and analyzing quest are used maximum for growth of the organization and to grow with the organization. Seeking a challenging position in well established company that offers professional growth and ample opportunity to learn and enrich my competencies in my profession.

### **Technical Skills: -**

Operating Systems : - Dos, and Windows.  
Applications, Tools & Technologies : - MS-OFFICE, Excel,SQL.  
Database : - Oracle.

### **Professional Qualification: -**

Course	Board / University	Year
B.Sc.	CSJM UNIVERSITY Kanpur	2012

### **Academic Qualification: -**

Course	Board / University	Year
Class 12 <sup>th</sup>	U.P Board	2009
Class 10 <sup>th</sup>	U.P Board	2007

### **PROFESSIONAL EXPERIENCE:-**

1. Nov. 2013 to till now in Videocon d2h as an Executive in SMG department.
2. 5 year experience in technical support ITBA (TCS) helpdesk.



### **Responsibilities:-**

1. Taking care of all bulk utilities like B-mail,
2. Managing of Bulk Delinking and bulk add on utility
3. Maintaining MIS and Dashboard on daily basis.
4. Responsible for giving resolution through Email.
5. Interact with client coordinators for process related issues.
6. Forecasting of workload and required team.
7. Track Daily performance of Department.
8. Activation Desk - Activation, Refresh & Swapping of Devices.
9. Timely resolutions of all Queries/ Request received on Mail from Field.
10. Ensuring to reduce SR's repetition and complaint per subscriber.
11. To close all SR's within SLA.
12. Prepare Daily, Weekly, Monthly Report.
13. Preparing Day End Report.
14. Managing all MIS activity of the process.
15. Build and maintain defined reports.
16. Data Managing Create and Maintain Reports.
17. Presentations of data for Higher Management.
18. Has good time management skills and is adept at multitasking
19. Skilled in preparing word document, Power Point presentations and Excel reports.
20. Monthly analysis and presentation of data on branch performance and eligibility reports.
21. Ensure timely resolution of queries from different departments.
22. Coordinate with process managers for data collation and reporting.
23. Preparing Power Point Presentation (PPT) according to requirement.
24. Ability to work independently with minimum directions and transition process.
25. Strong focus on quality.

### **Personal Details: -**

Date of Birth : 5 July 1993  
Father's Name : Shri Mahendra Singh  
Languages Known : Hindi & English

### **Declaration: -**

I hereby affirm that the information provided above is accurate and true to the best of my Knowledge.

Date:-

Place: -

(Vipin Kumar)

