

# Manoj Kumar

Mobile: 084679 43346

Email: [mbhatt09@live.com](mailto:mbhatt09@live.com)

**OJECTIVE:** To use my skills, experiences and abilities to obtain a position where I am constantly challenged. My greatest strength is my ability to walk in a new environment and functional immediately. I am quick to learn and adapt to new situations, configurations and technologies.

**Worked as Senior Coordinator - Operations (Backend) in Origin ACD IT Solutions Pvt. Ltd. - New Delhi. (August 16 - July 19)**

<b><u>Team Coordination:-</u></b>	<ul style="list-style-type: none"><li>• Motivate all on site Team Leaders &amp; Team members for required training.</li><li>• Meetings will organize with IT Manager on Monthly basis to knowing loop holes &amp; planning for closing it on priority.</li><li>• Maintaining Productivity Report for all the Service Desk Coordinators &amp; Engineers too.</li><li>• Closing all the technical &amp; escalation issues within the define SLA.</li></ul>
<b><u>Vendor Management</u></b>	Dealing with the different vendors for completing the Network activity & AMC issues with on site team as per SLA defined by the customer. And for the Hardware related Calls like <b>HP, Dell, IBM, Emerson, Presto &amp; HCL</b> , also dealing in commercially under the POC concept too.
<b><u>SLA Management</u></b>	Motivate Team Members for closing all the technical issues within the defined SLA & meeting all the expectations for the services defined by the Clients.
<b><u>Customer Interaction</u></b>	Keeping a monthly review meeting with Customer to know Team progress & their requirements.
<b><u>MIS Reporting</u></b>	Preparing all necessary reports like DCR, WCR, & MCR for defining the SLA achievement and kept a review with Reporting HEAD & Project Manager for service improvement.

**Worked as Coordinator - Dreamz Infotech (AMC & Networking Project) - New Delhi. (May 14 - June 16)**

<b><u>Vendor Management</u></b>	Dealing with the different vendors for completing the Network activity & AMC issues with on site team as per SLA defined by the customer.
<b><u>SLA Management</u></b>	Motivate Team Members for closing all the technical issues within the defined SLA & meeting all the expectations for the services defined by the Clients.
<b><u>Networking &amp; AMC Projects Handling:-</u></b>	DCA KG Marg, PSRI Sheikh Sarai, Qual Touch BPO Naraina, FrontLine BPO Naraina, HCL NEC Noida, Terex Equipments Pvt. Ltd. Noida, Global International Solutions Pvt. Ltd.
<b><u>Customer Interaction</u></b>	Keeping a monthly review meeting with Customer to know Team progress & their requirements.

**Installation Coordinator - TEAM COMPUTERS LTD. (Since November 12 to March 14)**

Worked as an Installation Coordinator with **Team Computers Pvt. Ltd. (ASP HP/IBM/DELL)**

- Team Management.
- Vendor Management.

### Key Responsibility:

- Handled the team of 15 Engineer's Team for North India & Delhi, NCR for Installing the Systems. (I.e. Servers, Laptops, Printers, & Desktops).
- Deal with different vendors like, HP, IBM, DELL HCL, ACER, Emerson & presto, for installing the servers, laptops, printers, VC & all the IT equipments...
- Handling all the DOA Cases & escalate it as per the escalation matrix till closure (i.e. Servers, Laptops, Printers, & Desktops).
- Downloading Drivers Media from HP or IBM site.
- Maintaining Monthly Productivity Reports of Engineers with Attendance.
- On the basis of Productivity Reports, will organize the Monthly review with my DM along with my engineers.
- Maintaining Vendor Payment with their Records as well.

### Project Handled

**Max Hospital project, ONGC Project, Career Launcher Project, Aviva Life Insurance Project & BSNL Project.**

### EDUCATION CREDENTIALS

2006 Year	CBSE Board	New Delhi	10 <sup>th</sup>
2008 Year	CBSE Board	New Delhi	12 <sup>th</sup>
2012 Year	Delhi University	New Delhi	B COM Pass

### TECHNICAL CREDENTIALS

- Troubleshooting for Desktops/Laptops, Software Installation, Outlook configuration. Windows.
- Stenography from **Ajeet Singh Commercial Institute** R K Puram Sec - 8 New Delhi.
- Tally with Ms Office (Word, Excel, Power Point, HTML DHTML) from **SISI Okhla**.

### PERSONAL VITAE:

Languages Known	: English and Hindi.
Date of Birth	: 24 <sup>th</sup> July 1990.
Father's Name	: Mr. Mani Lal
Marital Status	: Married
Correspondence Address	: House No. # 34-A, 3 <sup>rd</sup> Floor, Fakkadwada Village, Munirka, New Delhi 110067

I hereby declare that above-mentioned information is accurate in accordance to my knowledge. I believe that my education, skills and abilities match the requirements that your company seeks.

**Manoj Kumar**