



Pushkar Dharma

Senior Technical Process Executive

Highly efficient; results driven and capable with a proven ability to effectively deliver the tasks given by Company. Having a proven track record of quickly understanding mission, vision and objective to implement in work to deliver my best. Looking for an opportunity to work in a challenging organization to utilize my skills and knowledge to work for the growth of the organization.

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WORK EXPERIENCE

Sr. Technical Process Executive | Infosys BPM Ltd (April 2022 to Present)

- Responsible for providing L1 & L2 technical support to clients, Vendors for internal applications.
- Taking care of Major outages of Network, Servers and Applications.
- Handling Active Directory, VPN and VDI issues within SLA.
- Administration, configuration, VPCs and Servers.
- Managing Incidents, Change, Requests.
- Partially Monitor SD metrics (SLA, KPI, OLA), Quality, SOP etc. parameters.
- Train team of L1 Agents as per client updates / requirements.

Associate Technical Support | Tech Mahindra Ltd (November 2021 to April 2022)

- Responsible for providing technical support to clients, Vendors.
- Taking care of Major outages of Network, Servers and Applications.
- Handling Active Directory, O365, Internal applications, VPN and VDI issues within SLA.
- Providing support through Chats, Calls & Tickets.
- Managing Incidents, Change, Requests.

Business Development Executive | Square Yards Consulting Pvt Ltd (March 2021 to August 2021)

- Responsible for primary sales & Marketing.
- Taking care of RFI (Request for information), RFQ (Request for quote), RFP (Request for proposal).
- Managing relationships with key clients and suppliers.
- Create sales pitches, qualifying potential customers.

Field Relationship Manager | Nobroker.com (July 2020 to March 2021)

- Responsible for primary on field sales & Marketing support for vendors.
- Taking care of RFI (Request for information), RFQ (Request for quote), RFP (Request for proposal).
- Managing relationships with key clients and suppliers.
- Create sales pitches, qualifying potential customers.

SKILLS

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| <ul style="list-style-type: none">• Operating system: Linux, Windows• Tools: JIRA, Service Now, Salesforce• Database: Oracle, Dynamo DB, MYSQL | <ul style="list-style-type: none">• Cloud: Azure, AWS, GCP• Languages: C++, HTML, CSS, Basics of Java• SDLC, Tech Support, Project Management |
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CORE COMPETENCIES

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| <ul style="list-style-type: none">• DevOps Fundamental and Architecture• SDLC, CI / CD Pipelines• Knowledge of SaaS, PaaS, IaaS• Micro Services• Data storage fundamentals• Network Administration• Firewall & Security Fundamentals | <ul style="list-style-type: none">• Identity & Access Management• Open Source Frameworks• Testing & Visualization• Migration projects - AWS, Azure, GCP• Service Oriented Architecture• Request, Change, Incident Management• ITIL & Project Management |
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EDUCATION

BSC- Bachelors of computer science

Apex Institute of computer science and management studies
(July 2017 to October 2021) – Average 65 % (First Class)

HSC

Radhabai Shinde Higher education school
(July 2016 to June 2017) – Average 58 %

INTERESTS

- Travelling
- Leadership
- Listening Songs
- Literature & Languages
- Reading & Writing Novels
- Learning & Development of professional Skills