Pushkar Dharma

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in [Pushkar Dharma](#)   ⭕ https://github.com/pushkardharma

EXPERIENCE

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

- Responsible for technical support to clients, Vendors for internal applications.
- Taking care of Major Incidents related to Servers and Applications.
- Handling Active Directory, VPN and VDI issues within SLA.
- Administration, configuration, VPCs and Servers.
- Managing Incidents, Change, Requests.
- Supervise 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.

PROJECTS

Freelance web development for multiple clients
- Created websites on JavaScript, HTML, CSS, PHP, WordPress
- For few sample websites visit: https://github.com/pushkardharma

Worked on Multiple small and large scale Web base applications from scratch by planning, organizing and overseeing Work of team in order to complete a specific project within given time frame and Budget.

Hands on Experience on:

- Product Analysis
- Product MVP
- Product Road Map
- Project planning
- Negotiations and REQ, RFP.
- Strategic planning
- UI / UX for Applications
- CMS and Agile Sprint planning.

CERTIFICATIONS

- Technical Product Management - Link

- Transitioning to Product Management - Link

- Project Management Simplified- Link

- The Eight Essential People Skills for Project Management - Link

- UX DesignOps: Working with Developers - Link

EDUCATION

Apex Institute of computer science and management studies   July. 2017 - Oct 2021
Bachelors of Computer Science

Average 65 %

SKILLS

- **Operating system:** Linux, Windows
- **Tools:** JIRA, Service Now, Salesforce
- **Database:** Oracle, Dynamo DB, MYSQL

- **Cloud:** Azure, AWS, GCP
- **Languages:** C++, HTML, CSS, Basics of Java
- **SDLC, Tech Support, Project Management**