**ANU AMIT NIKHARGE**

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Bengaluru

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CAREER OBJECTIVE

To obtain meaningful and challenging position in an organization that enables me to cover new grounds of engineering to achieve the technical expertise thus enabling me to evolve as a knowledge leader and a human being.

ACADEMIC PROFILE

* Bachelor of Engineering in Electronics & communication(E.C. branch), from CSVTU University Bhilai, Chhattisgarh, with (7.4/10)CGPA (2011)
* 12th, Green Field Public School, Gaya (Bihar), C.B.S.E. Board with 67.80% (2006)
* 10th, Gyan Bharti Residential complex, Bodhgaya (Bihar), C.B.S.E. Board with 71.20% (2004)

SKILL-SET SUMMARY

Key Strengths: MS CRM Online and O365

PROFESSIONAL TRAINING/CERTIFICATION

* Underwent 1 month of summer training at **“BSNL”** in the field of landline connection in **“E-10-B Digital Exchange”** and a brief idea about the **“GSM MOBILE CONNECTIVITY and Broadband”.**
* Underwent 1 month of training at **“Electric Loco Shed”** in the field of maintenance and working of Locos which is used to run trains.
* Underwent 14 days of training at **“SNL BEARINGS LTD”.**

PROJECT UNDERTAKEN

* **Project Title:** Head Controlled Mouse.
* **Description:** A human machine interface for the disabled.
* **Role:** Designer.
* **Team Size** **:** 4
* **Technology used:** Embedded Systems (Micro Controller).

WORK EXPERIENCE

**Organization :** **WIPRO LTD**

**Designation :** Technical Consultant

**Location :** Bangalore

**Project :** Microsoft India Global Technical Support Centre

**Duration :** 12th September 2013 – 15th June 2014

**Job Profile :** **Microsoft Dynamics CRM Support Engineer**

* To Map the Microsoft Technologies to the Business requirements of Partners and customers.
* Responsible for efficiently managing the relationship with the customers and thoroughly documenting their cases
* Good understanding of computer system characteristics, features, and integration capabilities
* Offering targeted technical engagements to solve business problems to Microsoft Partners by identifying opportunities and delivering services proactively
* Organization / Delivery of services such as Technical Webcasts, Presentations, Skills Transfer, Architecture planning/guidance to partners on Microsoft Solutions across the SDLC
* Be a point of contact for all proactive technical engagements

**Key Skills:**

* Working with Cross Cultural clients across globe and coordinating with them to frontend IT operations.
* In-depth knowledge on CRM Online and Office 365.
* Extensive troubleshooting skills in CRM Technology
* Extensive knowledge on CRM integration with Office 365
* Expertise in CRM online workflow management
* Sound knowledge in Windows Active Directory, Exchange Server and Microsoft Lync.
* Good understanding End User Computing products like MS Office, Windows 7/8 Operating System.

**Organization :** **WNS Global Services**

**Designation :** Program Analyst

**Location :** Mumbai

**Duration :** 2nd January 2012 – 8th September 2013

**Job Profile :** **Service Desk Analyst**

As an Analyst we need to achieve underneath activities:

* To handle calls made by users for technical issues.
* To resolve technical issues on call.
* To manage team engineers.
* To log calls with appropriate format and follow up with teams on tickets being logged to ensure the SLA is maintained.

**KEY SKILLS:**

* Working with Cross Cultural clients across globe and coordinating with them to frontend IT operations.
* Provide on call resolution on requests like AD account lockout, Password Resets, VPN creation, Group Addition, SharePoint Access.
* Handling Escalated calls and coordinating with clients for resolving escalated calls.
* Preparing the Report of the Escalated calls and audits, sending the same on Weekly Basis to respective teams
* Preparing Technical issues report.(Weekly and Monthly)

EXTRA CURRICULAR ACTIVITIES

* Participated in Paper Presentation at national level tech fest ‘INNOVATE’ 09’ at SRM, Ghaziabad
* Worked as the president of cultural club of my school for 2 consecutive years.
* Worked as a vice president of our branch association ‘COMET’
* As a coordinator in NATIONAL LEVEL TECH FEST LAKSHYA’09 AND LAKSHYA’10.
* Participated in BLOOD Donation Organized by Lions Club.

HOBBIES

* Cooking.
* Listening music.

PERSONAL DETAILS

Date of Birth**:** 11th March, 1989

Language Known**:** Hindi, English, Marathi

Current Location**:** Bengaluru

Present Address**:** House no.41, 6th main, 3A cross, Gaurava Nagara, JP Nagar 7th Phase, Bengaluru

Mobile Number: +919902081295

Marital Status**:** Married

DECLARATION

I hereby declare that the information above is true to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Bengaluru **(Anuradha Kumari)**