RESUME

**Satyanarayan Sarcel**

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Email ID - [ssarcel32@gmail.com](mailto:ssarcel32@gmail.com)

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**WORK EXPERIENCE**

**Resolution Specialist / Dispatcher DA**

**Sutherland Global Services - November 2008 to April 2014**

**Process - Dell Technical Support CTS and ITS Consumer/ PLE and SMB (Business to Business Technical Support Profile)**

• Perform the tasks of monitoring, organizing, and coaching a team of 15 to 22 inbound techs on a daily basis

• Handled escalated calls, complaints, questions, and queries, as required

• Handled other Resolution Specialist and DA's Client calls under the instruction of Process Manager

• Provided Training to New Hire in Dell ITS PLE and SMB

**Sale Generating Executive**

**Transworks Information Services Limited - March 2006 to September 2007**

**Process - Travelex Foreign Exchange**

• Responsible for generating potential leads for sales and distributing the same within the team and update the same to the team leader

• Perform the tasks of conducting training sessions and generating leads for new joiners

• Handle other essential tasks under the instructions of the team leader

**EDUCATION**

**Diploma in Electrical Engineering**

Mumbai University - Ratnagiri, Maharashtra

**SSC**

Mumbai University - Mumbai, Maharashtra

**ADDITIONAL INFORMATION**

• Provide guidelines and training to the technical staff on Computer hardware/software systems

• Flexible, positive attitude with excellent communication skills and Superior presentation both in oral and written

• Possess strong analytical, with strong leadership, supervisory and monitoring skills

• Ability to lead a team in an efficient and positive manner.

• Good interpersonal, organizational and problem solving skills