

Suchi Suraj Anand

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Expiry Date: 06/06/2029
Visit Visa Expiry Date: **25/03/2020**



PERSONAL DETAILS

Nationality: Indian
Date of Birth: 16-07-1992
Marital Status: Single

An ambitious experienced IT technician with key expertise of providing Customer Service. With expertise in Managing, Maintaining & troubleshooting all IT branded distributed hardware and software consumer products. In-dept understanding of control and power-delivery systems. Experienced in developing technical studies and investigations.

OCTOBER 2019 - DECEMBER 2019

**SECRETARY TO CEO & RESTAURANT TRAINER (DUAL ROLE), ALRAIS ENTERPRISES LLC
– DUBAI, UAE**

- Answering phone calls, taking down messages.
- Managing the daily/weekly/monthly agenda for the meetings and arrange new meetings and appointments.
- Take minutes of meetings and follow up with individual stakeholders to ensure the task is completed in time.
- Managing database.
- Coordinating mailshots.
- Make travel agents when required as per the business need.
- Overall administration work.
- Collaborated with the management and provided trainings as per the business requirement on the job knowledge, customer management, adhering to food safety regulations, and ensuring customer satisfaction.
- Training on how to greet and serve customers, take reservations, problem solving, understanding the menu.

APRIL 2019 – AUG 2019 (GOT PROMOTED)

SENIOR ASSOCIATE – QUALITY ANALYST, CSS CORP PVT LTD - CHENNAI, INDIA

- Participates in design of call monitoring formats and quality standards.
- Performs call monitoring and provides trend data to site management team.
- Uses quality monitoring data management system to compile and track performance at team and individual level.
- Performs monitors of customer care email responses.
- Coordinates and facilitates call calibration sessions for staff.
- Coordinate and provide training, conduct NHT trainings programs for the new hiring batch
- Prepares and analyzes internal and external quality reports for management staff review.
- Helped move the agents from the bottom quartile by conducting communication and soft skills trainings for the bottom quartile.
- Worked on DSAT analysis
- Helped the team in hiring process
- Did live bargaining to help improve the BQ scores

MARCH 2016 – MARCH 2019

SENIOR SUPPORT ENGINEER, CSS CORP PVT LTD - CHENNAI, INDIA

- Deputed as Cloud Support Engineer and was associated with the task of selling software contracts and provided
- Provided remote desktop support and responsible for standard technical resolutions related to Connectivity issues in the Application, Networks, and Operating System.
- User administration setup and maintaining accounts, verify that peripherals are working properly.
- Act as a Webex Accounts Manager and as the Site Administrator according to the Requirements and co-ordinate the corrective action in a timely fashion.
- Hands on Experience on Level-1 Cisco Webex Teams and Jabber related Issues.
- Review cases for technical complexity and make recommendations in regard to escalation according to department.
- Escalate the case to higher level official if all the possible troubleshooting steps didn't work with a proper documentation and attachment of files.
- Follow up on outstanding requests and ensure timely resolution
- Selling Cisco WebEx Products and provided technical support for various issues related to WebEx.
- Provided software support related to Web conferencing, Audio Conferencing, Video Conferencing, Cisco WebEx and
- Spark devices and Cisco Messenger and meeting services
- Provided floor support to the team members when required as a subject matter expert, clarification of project objectives was done, communicated project status and issues to the Project Manager.

JULY 2014 – FEBRUARY 2016

TECHNICAL SUPPORT OFFICER, HCL TECHNOLOGIES - CHENNAI, INDIA

- Troubleshooting and Network problem and diagnosing them, solving hardware or software faults via telephone / email/ chat for customer's end users.
- Talking to people through a series of action over phone helping them to resolve the issue with Broadband and Telephone
- Setting up new user account and profile and dealing with password related issue
- Support teams and follow up until closure
- Identify, evaluate and prioritize customer problems and complaints
- Participate in on-going training and departmental development
- Rapidly establishing a good working relationship with the customers.

EDUCATION

2010 – 2014

B.TECH/INFORMATION TECHNOLOGY, ANNA UNIVERSITY.

SKILLS

- | | |
|------------------------------------|-------------------------------------|
| • Customer Relationship Management | • Operation system software |
| • Quality Audit | • Service oriented |
| • Training and Development | • Client Management |
| • Mentoring | • Strong Interpersonal Skills |
| • Team Management | • Excellent Communicator |
| • System Administration | • Customer Satisfaction Enhancement |

LANGUAGES

English
Punjabi
Hindi
Tamil

Read, Write and Talk
Talk only
Read, Write and Talk
Talk only