

Resume

**Name : Nilesh Arjun Kumbhar**

**E-mail : nileshakumbhar25@gmail.com**

**Mobile No: +917378729933**

**OBJECTIVE**

Ready to accept responsibilities, confident and devoted to work. If given an opportunity to work, I will work hard to execute the assignments entrusted to me efficiently. I can utilize my knowledge for the organization’s growth.

**EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Year | Board/University | Certificate | Percentage |
| 2009 | Maharashtra State Board | S.S.C (Semi-Eng.) | 70.92 |
| 2011 | Maharashtra State Board | H.S.C (Science) | 44.83 |
| 2017 | S.P. Pune University | BSc Computer Science | 52.83 |
| 2009 | MKCL | MS-CIT | 58 |

**PROFESSIONAL EXPERIENCE**

1. I am currently working with DG(ACE) as a contractual employee, working with DG(ACE) MMG division.

Total Experience: - From July 31, 2020 to till date.

**Roles & Responsibilities: -**

* Work with GeM (Government e Marketplace).
* Procurement through GeM.
* Make Demand, CRV, IDIV and CRAC through IMMS.

1. **Birlasoft LTD.**

Designation: - Trainee Support Engineer

Total Experience: - From September 17, 2018 to January 21, 2020.

**Roles & Responsibilities: -**

**Management Information system: -**

Extracting P1 Raw dump data on daily basis for BI and NW reporting and analyzing Data for number of Incidents Raised, Downgraded, in process using pivot and presenting the results using Pie Chart and column chart.

Extracting PCC report on daily basis to track no of incidents worked by Birlasoft Engineers for productivity report.

Providing strong reporting and analytical information support to management team.

Generating both periodic and ad hoc reports as needed.

Sharing Observations for SLA misses Quarter wise to the Management.

**Incident Management: -**

Worked on a tool designed by SAP such as BCP & CRM.

Ensured effective communication to Senior Management, Support Engineers and Technical staff is adhered.

Ensured effective communication with the engineer about the Incident logged & support needed for the same.

Reviewing & Managing P1/P2 incident and allocating the incident to available engineer according to problem specifications.

Adherence to SLA according to type of support customer has.

Adherence to follow-up the process to ensure SLA and the incidents raised to be resolved in time.

**COMPUTER SKILLS**

**1. Operating Systems** : Windows7/8/10/ 2000/ XP, Linux and Ubuntu

**2. Applications** : MS Office 2003, 2007, 2016 & 2019 (Word, Excel & Power point)

And Internet Applications

**PERSONAL SKILLS**

* Able to Work in multicultural environments
* Capable of coordinating with the team
* Self-Confident, creative, innovative & result oriented.
* Goal oriented and organized
* Efficient in listening , communicating and presenting
* Ability to learn and assimilate the given responsibilities quickly.
* Maintain a positive and professional attitude.

**PERSONAL DETAILS**

Name : Nilesh Arjun Kumbhar

Languages known : Marathi, Hindi, English

Hobbies : Music, Drawing, Trekking

Date of Birth : 25th August 1993

Mobile : +917378729933

Email  **:** [**nileshakumbhar25@gmail.com**](mailto:nileshakumbhar25@gmail.com)

Address : Sr No. 70, Samata Nagar, New Sangavi, Pune-411027.

**“I hereby declare that all the information furnished by me is true and correct to the best of my knowledge and belief.”**

**NILESH ARJUN KUMBHAR**