**CURRICULUM VITAE**

**CHANDRA PRAKASH BENDIL**

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# CAREER OBJECTIVE

I am seeking a challenging position as an IT professional in a corporate world where I can apply my set of knowledge and enhance it further. I am also looking forward to get opportunities of growth, both on intellectual and professional level.

# PROFESSIONAL EXPERIENCE

# Sr. Software Support Executive in Miraj Group

# March 2019 –Present

Roles and Responsibilities

* Responsible and accountable for the tracking of incidents and requests from initial identification through to resolution.
* Interact with users to resolve applications related issues and provide application support in a timely manner in line with company SLAs
* Provide end-users application support for internal employees
* Manage service center tickets to ensure all cases are dealt with on time, end users support may be provided face to face, via phone, email or Skype or remote login.
* Responsible for the management of all issues assigned to them through the service center incident management system. Ensuring that the status and history of issues are monitored, up dated and closed on completion
* Responsible for propose change to support processes to improve the quality of services.
* Responsible for planning and organizing daily workload, this includes prioritizing service calls to meet operational requirements. the types of support provided will included the users of remote control software, email advice and at desk support to SDLs pan global user base

# SAP MM Module (Master Data)

# Roles and Responsibilities

# Creation of Master Data and maintain the parameters as per requirement.

# Managing reservation for different plant and Company Code.

# Creating Services and provide support for creating P.O based on service

# Customized new material types and material groups and assigned number ranges for new material types.

# Created LSMW for change material price and material master.

# Solving day to day problem

# Error solving at Group level.

# Provide on call support as well as on site support Via VNC server & Any Desk.

# Provide basic training to general end user.

# Testing conditions as per Business Plan QAS server.

# Maintained pricing of the material & update the tax rate in system

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# SALES ZOOM (Sales CRM )

# Roles and Responsibilities

# Provide troubleshooting assistance for customer orders, account statuses and relevant problems

# Provide data and guides to help the sales team

# Develop and monitor performance indicators

# Manage sales tracking tools and report on important information

# Keep record of sales trends

# Liaise with account managers to develop specific sales strategies

# Stay up-to-date with new product and feature launches and ensure sales team is on board

# Review pending orders and specific customers requests to ensure excellent customer service and customer experience

# Suggest sales process improvements

# Wide angle POS and CRM (Miraj Retails PVT LTD)

# Roles and Responsibilities

* Maintain technical knowledge related to suite of hardware and software product lines and industry
* Setup, configure, and test hardware and software components
* Provide telephone, remote, and on-site support for clients in order to provide quick resolution to problems
* Provide training to clients regarding software, hardware, and troubleshooting techniques

# Process Executive in Infosys BPM

# Feb 2016-march 2019

# Roles and Responsibilities

* To handle and resolve all support related queries of team members and clients.
* Maintain close client communications while clearly defining the objectives.
* Achieving all the SLA’s defined by communicating and responding within pre-defined time frame for all the client queries related software and application support.
* Prepared daily queries analysis reports for each client.
* Responsible to keep track on training of new folks and to get them certified in project.
* Responsible to perform audit of work and assign tasks for all the peer colleagues to maintain SLA’s.
* Proactively working towards project improvement by providing innovative ideas to management and senior colleagues.
* Manage service center tickets to ensure all cases are dealt with on time, end users support may be provided face to face, via phone, email or Skype or remote login.
* Responsible for planning and organizing daily workload, this includes prioritizing service calls to meet operational requirements. The types of support provided will included the users of remote control software, email advice and at desk support to SDLs pan global client base.
* Responsible for propose change to support processes to improve the quality of services

# Software Support Executive in Star Technology

# Nov 2015- Jan 2017

# Roles and Responsibilities

# Software installation and provide Training of software to clients.

# Interact with users to resolve applications related issues and provide application support.

# Liaison with clients and product development teams to ensure that the bugs and defects identified in the production systems are reported on time to them and all product change and releases deployments are closely monitored and reported on.

# Jan 2015 – May 2015

# ASP.NET as a trainee at Swab Pvt Ltd. Gopalpura, Jaipur (Training)

# PROFESSIONAL ENHANCEMENTS

* Able to communicate effectively with both technical and non-technical project stakeholders.
* Expertise in current and emerging trends and techniques.
* Proficient in coding and developing the new program.
* Strong leadership and motivational skills
* Excellent communication skills in written and verbal both.
* Ability to produce best result in pressure situation.
* Ability to work in team as well as in group.

# Area of Interest

* Exploring new software’s.
* Exploring to new things.

# ACADEMIC CREDENTIALS

* Masters in computer applications (M.C.A) from Rajasthan Technical University, Jaipur in 2015.
* Bachelor in computer applications (B.C.A) from University of Rajasthan, Jaipur in 2012.
* Senior Secondary from Rajasthan Board Ajmer in 2009.
* Secondary from Rajasthan Board Ajmer in 2007.

# TECHNICAL SKILLS

* Programming Language : C, C++, C#
* SAP - MM Module
* Knowledge of cloud service provider Amazon Web Services (AWS)
* Good knowledge in AWS services (EC2, S3, Route53, SQS, IAM, VPC, Cloud Watch, EFS, Cloud Front CDN)

# STRENGTHS

* Believe in right work at right time in right direction.
* A Good listener, believe in quality.
* Dynamic disposition, strong initiative and high level of commitment.
* High on learning curve & strong conviction for success.
* Team worker, self-confident and have zeal to learn more about any new thing.
* Excellent analytical and problem solving skills.
* Good presentation and communication skills.

# EXTRA CURRICULUM ACTIVITY

* Participated in Rajasthan university Cricket tournament.

# DECLARATION

I hereby solemnly affirm that all the facts mentioned above are true and correct to the best of my knowledge and belief. I would like to be part of your organization sincerely.

**CHANDRA PRAKASH****BENDIL**