

# Vishal Kumar

## IT & Logistics Operations Specialist



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### PROFILE

A highly motivated and adaptable **IT & Logistics Support Specialist** with over 6 years of experience in **desktop support, technical troubleshooting, and system operations** across global service environments. Currently handling **on-site IT support** and contributing to **Warehouse Management System (WMS)** and **Fleet Operations** coordination at Airways Logistics Pvt Ltd. Known for a proactive approach, good communication, and strong problem-solving skills. Adept in managing service tickets (Assyst, ServiceNow), working with Active Directory, and supporting tools like VMware, AWS Connect, and Avaya. Consistently ensures smooth end-user support, system uptime, and operational efficiency.

### PROFESSIONAL EXPERIENCE

- 06/2024 – present      **Airways Logistics Pvt Ltd,**  
Jamshedpur, Jharkhand      IT & Logistics Operations Specialist | WMS & Fleet Support |  
  - Monitor and resolve daily issues related to the **Warehouse Management System (WMS)**, ensuring smooth inbound, outbound, and inventory workflows.
  - Coordinate with warehouse teams for **trip creation, vehicle movement tracking**, and real-time updates through Etrans and related tools.
  - Actively monitor vehicle **fault codes, fuel efficiency trends, and driver behavior** using Tata Fleet Edge and other telematics platforms.
  - Communicate with **OEM workshops** for servicing, AMC support, part availability, and vehicle diagnostics based on fault codes (e.g. DEF, MIL, SCR lamps).
  - Track **routine and emergency servicing** schedules, follow up with drivers and service centers, and maintain service logs.
  - Prepare and share **fuel-saving reports**, vehicle performance data, and dashboards with management using Excel and PowerPoint.
  - Assist in basic IT support tasks including printer troubleshooting, system login issues, network connectivity, and user onboarding.

- Design visual reports, posters, and internal communications using **Canva** for fleet and warehouse updates.
- Ensure **data entry, validation, and tracking** of recurring fleet issues, breakdowns, and WMS support tickets.
- Support cross-functional coordination between warehouse staff, drivers, IT team, and external service providers.

03/2023 – 03/2024  
Chandigarh, Punjab

**Iron System (VMS) | TCS-Parexel International,**

**DESKTOP SUPPORT ENGINEER**

- Provide onsite and desk side support services to end users.
- Troubleshoot PC related problems at the direction of client level 2 or SPOC.
- Complete incidents and requests within SLA in pressurized environment.
- Build, configuring and troubleshoot Install ?Gold? image on Customer PC and laptop applications and hardware components.
- Ensure tickets are updated on a daily basis.
- Support meeting room environment and video conferencing.
- Support printers, scanners and other peripherals.
- Support mobile devices, such as iPads, iPhones and Android devices.
- End-User Data back-up and restoration when required in the course of a service incident.
- Smart hands support for data center equipment as per required SLA (in specified locations)
- As directed by client Tech support will assist in troubleshooting the data center devices
- Replace defective components cards in data center equipment? as advised by clientTech Support e.g., Remove a module and replace it, reconnecting patch cables. Daily tape change in support of local Backup Routine in required sites.
- Import /Export tapes to the tape libraries as advised by client tech support

01/2022 – 12/2022  
Gurugram, Haryana

**Shree IT Pvt Ltd, SUPPORT ENGINEER**

- Act as the first point of contact for phone calls, chats, and emails from internal associates regarding IT & REP issues and queries
- Log all phone calls, chats, and emails in our call logging tool, updating with relevant information and escalate as necessary within SLA's
- Maintain accurate up-to-date status on all tickets
- Ensure that all associates have been properly communicated before closing a ticket request
- Provide first line troubleshooting and resolutions upon initial contact, using our internal knowledge base & various tools
- Assist associates with installation, configuration, and ongoing usability of system hardware and software
- Assist with mobile device issues (Apple, Android, Windows Phone – any others)
- Perform basic hardware troubleshooting remotely.
- Develop and maintain technical documentation knowledge base for desktop hardware and software applications.

- Meet or exceed all Helpdesk metrics and process requirements (ticketmanagement protocols, time tracking, communication requirements, etc.)
- Treat all customers with courtesy and professionalism
- Liaise with IT colleagues within Identity and Assets Management, Technical Support Specialists, Security, and other business units as required

06/2020 – 12/2021  
Chandigarh, Punjab

**Concentrix Daksh India Pvt Ltd, FIRST LEVEL ENGINEER**

- Responding to client support requests via call, chat or email.
- Contacting clients to find out the nature of the problem.
- Assisting clients to resolve hardware and software issues.
- Installing and maintaining hardware and computer peripherals.
- Installing and upgrading operating systems and computer software.
- Troubleshooting networking and connection issues.
- Advising on software or hardware upgrades.

11/2018 – 11/2019  
Gurugram, Haryana

**CIKTelecom, TECHNICAL SUPPORT ADVISOR**

- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
- Gather customer's information and determine the issue by evaluating and analysing the symptoms;
- Working knowledge of networking, DSL, VDSL, VOIP, Cable internet, Router, switch, Sip configuration;
- Diagnose and resolve technical hardware and software issues involving internet connectivity, IPTV, VOIP, basic troubleshooting, and more;
- Need to know only basic troubleshooting of Domestic routers, Mac ID, and windows.
- Knowledge about DNS, Basic network troubleshooting

06/2017 – 04/2018

**Policybazaar.com, SALES EXECUTIVE**

- Reaching productivity that meets job standards, while working with speed and accuracy.
- Meeting and exceeding targets as assigned periodically. Ability to learn about products and services and describe/explain them to prospects.
- Assisting customers in sale of a range of financial products on phone.
- Understanding customer requirement and closing sales.
- Responding in a timely and effective manner to all internal communication

09/2014 – 08/2016  
Chandigarh, Punjab

**eClerx Services Ltd, ANALYST- TECHNICAL SUPPORT**

- Review customer service notes
- Check status of services on account
- Take appropriate steps to resolve customer's problems
- Troubleshoot technical issues related to customer's services
- Communicate effectively and close the loop with clients in case of observations
- Update status in internal as well as client tools
- Meet process expectations with high quality standards and adherence to SLAs

05/2013 – 12/2014      **TATA Business Support Services,**  
Mohali, Punjab      **SENIOR CUSTOMER SERVICE REPRESENTATIVE**  
I started my career as CCE at TBSS – Mohali (Tata sky Inbound Process, Domestic BPO) and my responsibility was to handle customer's billing queries, technical issues with their tv channels and provide them suitable resolution. After that company promoted me as Sr. CCE and my job was to handle the Escalated Calls and responsibilities to convenience the customers according to the process.

## EDUCATION

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04/2007 – 03/2008      **HPSEB DHARMSHALA, 10th+2 Non Medical**  
04/2005 – 03/2006      **HPSEB DHARMSHALA, 10th**

## LANGUAGES

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English

Hindi

## SKILLS

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**Warehouse & Fleet Operations** — Warehouse Management System (WMS) Support | Trip Creation & Vehicle Movement via Etrans | Tata Fleet Edge – Fault Code Monitoring & FE Analysis | Coordination with OEMs for AMC, Breakdown & Service Follow-ups | Fuel Efficiency Reporting & Issue Escalation | Routine Servicing Tracking & Part Availability Coordination | Fleet Issue Logging, Tracker Maintenance, and Downtime Reporting • **IT & Technical Support** — Desktop/Laptop Troubleshooting (Windows OS, Hardware, Drivers) | Printer, Scanner & Peripheral Device Support | Remote Support Tools: LogMeIn123, Bomgar | Active Directory – User & Access Management | Ticketing Tools: Assyst, ServiceNow, HelpAide | Mobile Device Support (Android, iOS) | Video Conferencing Setup (Zoom, Webex, MS Teams) | Basic Networking (LAN/WAN, DNS, Router/Switch Config) | Backup Tape Handling & Smart Hands Data Center Support •  
**Reporting & Tools** — Microsoft Excel – Dashboards, Trackers, Reports | Microsoft PowerPoint – Fuel Reports, Maintenance Summaries | Canva – Posters, Reports, Visual Communication | Basic Data Handling & Documentation • **Soft Skills** — Quick Decision Making in Field Support | Coordination with Drivers, OEMs & Admin Teams | Strong Communication & Follow-up Skills | Proactive Issue Resolution & Service Monitoring | High Ownership & Adaptability in a Hybrid Role