**Sumit Singh Bhadouria**

Contact: 8149001047 / 9175485960

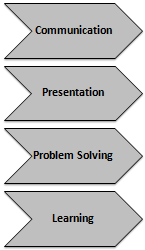
E-Mail: [sumitmcaoist@gmail.com](mailto:sumitmcaoist@gmail.com)

PAN Card No: BAJPB2434D

Seeking middle level assignments in Technical Support and Product Support with a leading organization of repute in IT sector

Present Location : Pune

**Profile Summary**



* A competent professional with 3 years of experience in Telecom, E-commerce SEO Executive, Back ground Verification and Technical Support, Customer Service and Production Support, voice process for world wide clients
* Insightful experience in technical activities including scoping, planning, risk management, finalization of technical / functional specifications and quality management
* Deft in customer interaction & negotiation, creating & enhancing processes, quality assurance, evaluation and selection of various businesses
* Adept in managing service functions & streamlining the working standards operating system for enhanced operational effectiveness
* An effective communicator with excellent relationship management skills and strong analytical, leadership, interpersonal, problem solving & organizational abilities

**Organizational Experience**

**Current Organization Since Dec 15 with FirstCry.com Pune**

**Growth Path:**

Customer Support Executive

**Key Result Areas:**

* Working in an E-commerce environment and assisting customers by providing quality service for the following:
  1. Interacting with customers and gathering all the required information via calls or mails in order to address their inquiries regarding the products by providing them the required information
  2. Handling Customer’s inquiries and complaints and providing them the definite solutions in accordance with the company’s guidelines and policies
  3. Providing product or service information to customers in order to assist them in making a decision about a product to buy and bringing awareness about any new products or upgradation of an existing product
  4. Achieving the target and maintaining the customer relationship by providing quality service

**Since NOV 14 – Aug 15 with ICERTIS Solutions , Pune**

**Designation: Associate Business Desk Consultant in voice process**

**PROFILE SUMMARY**

* Working as a Vendor supporting Microsoft Products and Services to Worldwide Clients of Microsoft
* A competent professional with 9 months of experience in Operations Management, Technical Support and Production Support
* Insightful experience in technical activities including scoping, planning, risk management, finalization of technical / functional specifications and quality management
* A depth knowledge of the Microsoft Vendor Project and providing Quality services to the authorized customers and clients ensuring accomplishment of business goals across the assigned region
* An effective communicator with good presentation and interpersonal skills
* Abilities in planning , checking Quality of the services provided via emails and calls; drafting monthly report of the Tickets status and providing a status report to our Clients
* Adept in managing service functions & streamlining the working standards operating system for enhanced operational effectiveness
* An effective communicator with excellent relationship management skills and strong analytical, leadership, interpersonal, problem solving & organizational abilities
* Ensure to provide quality service to the end users and Client in order to achieve and maintain the ultimate goal and objective of the company
* Leading, training and motivating teams ensuring their career development and positive contribution to the company

**CORE COMPETENCIES**

* Knowledge of O365 Share point and ITSM
* Team Management
* Process Excellence
* Data Analytic
* Quality Management

**ORGANISATIONAL EXPERIENCE:**

**KEY RESPONSIBLITIES as an Associate Consultant**:

* Troubleshooting the issue and taking the appropriate action:
* Using ITSM tool, create ticket number for each query received from user and resolve it by giving them trouble shooting steps, by screen/desktop sharing, escalate to concerned team if necessary. Additionally, making sure to maintain respective Service Level Agreement (SLA) as per complexity of the issue
* Accountable for processing customer’s request in online application tools as per the technical/functional parameters
* Providing high-end technical support on systems, managing incidents and ensuring high end-user satisfaction levels
* Have the primary responsibility to troubleshoot issue at L1,If possible diagnose the probable cause of issue and make sure that all required information is captured accurately in the Incident Management Tool to assign it to third party/resolver group
* Closely follow up with the end users to ensure shortest time for restoring service by making on time escalation with internal management team and third party to meet SLA’s
* Assisting in the execution of technical meetings with customer for requirement gathering; troubleshooting all kinds of problems; providing access to sites during periodic maintenance & faults / alarms & rendering technical support
* Extending high-end technical support and ensuring high customer satisfaction levels through promptly addressing client’s problems
* Rendering online chat and e-mail support to the customers as per the requirement
* Maintaining the records for major problems faced by the customers w.r.t. products in large numbers & reporting the same to the concerned department
* Communication Skills
* Interact with Microsoft users through MS Lync Application through Lync call and remote control in order to understand complex issues faced by them and resolve them
* Instrumental in managing process calls (internal as well as US and UK based clientele)
* Assisted users through the various phases of Contract Life Cycle
* Coordinating with different teams with a Common Goal of achieving organizational as well as Clientele Objective

**Since JUL’13 with Neeyamo Enterprise Solutions Pvt Ltd.**

**Growth Path:**

JUL’13 to Aug 14 HRO Executive

**Key Result Areas:**

* Working in coordination with different entities involved in the project and updating the client on daily basis with various reports
* Have the primary responsibility for searching criminal records for one of each US citizens and update the client to the same
* Closely follow up with client to ensure shortest time for making on time escalation with internal management team and third party to meet SLA’s.
* Maintaining the records for major crimes faced by the customers and reporting the same to the concerned department
* Maintaining 100% accuracy

**Highlight:**

* Gained recognition for Employee of the Months for two times and 100% Accuracy awards

**Technical Skills**

* C, C++, Java
* HTML , JavaScript , CSS
* Sql
* MS-Office O365

**Skills and Strengths**

* Passion and Sincerity towards my work
* Team Player
* Cordial Nature
* Good presentation Skills

**Academic Details**

* Master of Computer Application from OIST College (RGPV Bhopal), MP in 2012
* B.Sc. (Maths) from Jain College (Jiwaji University), Gwalior in 2008
* 12th from MP Board, MP in 2004
* 10th from MP Board, MP in 2002

**Personal Details**

* Date of Birth: 14th Sep 1987
* Father’s Name: Mr. Rajendra Singh Bhadouria
* Language Known: English and Hindi
* Permanent Address: C/O, B.R.S Bhadouria 68/2, Housing Colony Bhind (M.P) 477001
* Current Address: C-203, Gargee Classis, Wireless colony, Vishal Nagar Pune - 411027

**Date: Signature**