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**PRINCE MENDIRATTA**

German Language Expert

Professional German language expert with more than 4 years of experience in technical support and voice shared services



prince.mendiratta93 @gmail.com

#  WORK EXPERIENCE

* 4+ years of total experience in working directly with numerous German & Austrian clients (incl. Siemens, Volkswagen, BMW, Deutsche Post, Erste Bank, Vienna Insurance Group etc.) as 'system engineer' in providing technical support & telephony service desk support and as 'senior support associate' in performing infrastructure monitoring activities



(+91) 9999849389

## Senior Support Associate

fusionPOINT INDIA PRIVATE LIMITED - a company of amasol

*02/2019 - to the present-day New Delhi & Munich*

Currently working as:



New Delhi, India



prince.mendiratta93



<http://linkedin.com/in>

/prince-mendiratta- b34b78157



https://princemendiratta93.wixsite.com/aboutme

- Senior Support Associate in handing support and service desk operations. Responsible to perform infrastructure monitoring activities, provide the required support to German speaking customer and communicate with the customer on a regular basis

## System Engineer

ATOS Global IT Solutions & Services PVT. LTD.

*06/2015 - 01/2019 Pune, Gurugram & Vienna*

Worked as:

* part of a six-member team responsible for main user help desk, Level 1 incident management support & configuration change order operations for Vienna Insurance Group and Erste Bank / s IT , one of the largest international insurance groups and one of the largest financial services providers in Central and Eastern Europe respectively
* part of incident management team responsible for level 1 Technical Troubleshooting, Complaint / Ticket Handling & escalations and customer support for 450+ German & Austrian customer in PABX HiPath 4000 and Unified communications.
* Skilled problem-solver able to communicate with users at high levels of technical proficiency. Troubleshoot, handle and resolve issues
* Known for innovative problem solving and skillful relationship-building with multinational client executives and teams.
* Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more.
* Technical proﬁciencies include OS4K (Open Scape 4000), UC (Uniﬁed Communication), OSV (OpenScapeVoice), SBC (Session Border Controller), Mediatrix Gateways, Certificate handling and security, SIRA Unify Remote Service

# TRAINING(S)

## sIT & VIG Training

ATOS Global IT Solutions & Services PVT. LTD., Vienna, Austria

*05/2018 - 08/2018*

**amasol AG projects**

amasol AG (Parent company of fusionPOINT GMBH), Munich, Germany

*05/2019*

# EDUCATION

**PGDMB (Information Technology and Systems Management)**

NMIMS Global access school for continuing education

*Pursuing*

## B.A. Hons. in German

Jawaharlal Nehru University, New Delhi

*08/2015*

**Senior School Certificate Examination** Central Board of Secondary Education, Delhi *05/2011*

## Secondary School Examination

Central Board of Secondary Education, Delhi

*05/2009*

# LANGUAGES

## English

**German**



**Hindi**

**Dutch**



**Japanese**

**CERTIFICATES**

**ITIL® 4 Foundation Certificate in IT Service Management**Axelos Global Best Practice / Peoplecert

*06/2019*

**General Data Protection Regulation (GDPR) V6.0**

Denequa - Online knowledge management system

*03/2019*

## German Language Certificate Level C1.2

Institut der international Kommunikation, Berlin, Germany

*07/2014*

**German Language Certificate(s) Level A1 till B2.2** Goethe Institut/Max Mueller Bhawan, New Delhi *08/2011 - 05/2013*

**Diploma Certificate in Desktop Publishing (DTP)** Techmart Computer Education, New Delhi *04/2012*

## Diploma in Information Technology (DIT)

Lal Bahadur Shastri Training institute, New Delhi

*03/2012*

# HONOURS AND AWARDS

## Winner of 20th Essay Competition of the DAAD

Essay Competition, German Academic Exchange Service (DAAD)

**Certificate of Excellence** *- awarded 2 times*

Accolade Champagne - Spot Award, ATOS GITSS PVT LTD

# SOCIAL SKILLS AND COMPETENCES

* + Freelancing in German language
	+ Voluntary teaching children from economically weaker section
	+ Known as a self-starter, team player and multitasker
	+ Strive to consistently exceed expectations

**OTHER COMPUTER SKILLS AND COMPETENCES**

* + MS Office (Word, Excel, PowerPoint), HTML, Web Designing
	+ Coral Draw, Photoshop
	+ PageMaker
	+ Tally
	+ Type 60 wpm with perfect accuracy

**PERSONAL PROFILES**

* + **Date of birth** 29th Sep. 1993
	+ **Father's Name** Mr. Om Kumar
	+ **Mother's Name** Mrs. Varsha Rani
	+ **Sex** Male
	+ **Marital status** Single
	+ **Nationality** Indian