**Curriculum vitae**

**Satyaprakash Dubey**

33 A, Block B, Street No-4

Rajapuri New Delhi-110059

Mobile: - 9717807852

Email id-**satyaprakash985@gmail.com**

**CAREER OBJECTIVE:**

I would like to take up a challenging career in Customer support Manager where I can utilize and sharp my skill sets. I wish to work in an environment which explores current technologies and will utilize, Challenge and advance my talents to best potential.

**Academic Qualification-:**

* Completed MBA From SMU
* Completed BCA from MCRPV University, Bhopal
* 12th passed from MP board
* 10th passed from MP board

**Professional Qualification-:**

* Diploma Certificate in Hardware &Networking course from Jetking atVikaspuri Center.

**Work Experience: - (Total Experience: 9 Years)**

* I have worked with WIPRO INFOTECH (MIT Division) as a **Technical Helpdesk Coordinator** since Dec. 2010 to May 2013 on Payroll of INS E Solutions Ltd. (2.4 Years)
* Presently I am working with BCIL (Bar Code India Ltd) as **Asst. Manager - Servicedesk** since MAY 2013.

**BCIL Some Major Customers List**:

|  |  |  |  |
| --- | --- | --- | --- |
| Walmart India | DHL EXPRESS | SUN Pharma | Hero MotoCorp |
| Arvind | DHL Supply Chain | Emcure | Honda Motor |
| Metro C&C | Bluedart | Lupin | Maruti Suzuki |
| Flipkart | Fedex | Dr. Reddy’s Lab | Tata Motors |
| Lifestyle | TNT | Jubiliant Life Sciences | Volkswagen |
| Shoppers Stop | GATI | Max Hospitals | Daimler India |
| Snapdeal | CEVA | LalPathlabs | Toyota |
| Trent | Hellman | Manipal Hospitals | Force Motors |
| Zara | SPEAR Logistics | CRIS | JCB |

**Role and Responsibility:**

* Servicedesk Team Management
* Complete Responsibility for every logged case till closing
* Coordinate with OEM, Customer & Field Engineer’s to close the case NBD & other queries.
* Responsible to take care any types of non- technical escalation related to service support.
* Handling the Support Billing, payment follow-up & AMC Follow-up with Customer.
* Provide the quotation for spares and AMCs to Customer
* Co-ordinate with customer for extends their service label/ AMC/warranty service& Sales.
* Co-ordinate with Branch support team for related to service & support cases
* Co-ordinate with Sales person for Installation of new Hardware & Proposals
* Review open tickets on daily basis & communicate with our team about the pending calls & ensure that all Service Level targets are met.
* Monitoring & preparing the Weekly/monthly call reports with SLA.
* Achieve the Commercial from New/Renewal of AMC of Hardware

**Technical Key Skills-:**

**Software-:**

* Good knowledge of MS-Office.
* Knowledge of ITIL and SLA.
* CRM/ERP Ticketing Tool

**Operating System-:**

* Installation and Troubleshooting ofWindows XP & Windows7/8
* Software installation and Remote Desktop.
* Basic Knowledge of Networking Technology

**Strength-:**

* Smart working, optimistic, result-oriented.
* Restless and willing to work under pressure.
* Team Management

**Personal details-:**

* Date of Birth - 15th March1988
* Fathers name - Sh. Dinesh Kumar Dubey
* Address - Rajapuri New Delhi-110059
* Gender - Male
* Language known - Hindi, English

Place-………

Date -………

I do here declare that all the information given above is true to the best of my knowledge.

**(Satyaprakash Dubey)**