RESUME

SUNNY DHIMAN

**simplyfairsunny@gmail.com|sunnydhiman1008@gmail.com| +91-9319419998**

SUMMARY

**Looking for a better opportunity in a brand name organization for managing higher responsibility at work and preparing reports. Known to various technical tools like TeamViewer and Boomgar remote Access and Microsoft and Adobe software etc.**

EDUCATION

**Graduate (B.Com) from Delhi University.**

PROJECT WORK

CCRAS HQ. – Ministry of AYUSH, D-Block Janak Puri, Delhi – 110058

Manage Project work for maintaining the Database work for managing software for an organizational Project Management System for a website called project monitoring system and E-Library software name E-Granthalaya Software.

**Good Knowledge of operating systems, network adaptors, database management system tools and utilities management.**

Experiences\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* **India Bulls Consumer Finance Pvt. Ltd. (2018-2019)**

**Worked as Asst. Manager for handling Dhani – Mobile Software Application Support for troubleshooting concern. Managing Team size of 20-30 people at a same time, Team Up with Co-workers to coordinate and manage process training for new hiring executives .**

* **TELEPERFORMANCE INDIA PVT. LTD. ( ADOBE Process - 2014-2016)**

**Worked as Adobe Technical Support Ad-visor with more than 19 months**

* Arvato Bertelsmann Pvt. Ltd. ( 2012-2013)

Worked in Microsoft Technical Process as CCE for 1 Yr.

**My key responsibilities with my previous companies : TP and Arvarto.**

* **Ensuring superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems quickly and efficiently.**
* **Scored in top 10% of employees in successful resolution of issues.**
* **Developed reputation as an efficient service provider with high levels of accuracy.**
* **Described product to customers and accurately explained details and care of merchandise.**
* **Answered product questions with up-to-date knowledge of sales and store promotions**
* **Managed wide variety of Customer service and administrative tasks to resolve customer issues.**
* **Helped drive sales goals and achieve monthly quotas**
* **Asked open-ended questions to assess customer needs**
* **Contacted customer to follow for further technical related concerns, suggest new options for upgrading the software and inform them about promotions and upcoming events.**
* **Recommended alternative items if product was out of availability**

ACCOLADES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* **Tikona Digital Networks “Excellent Performer Achievement award” received in 2012**
* **Received Certificates and awarded for becoming “Employee of the month” in 2015-2016.**
* **Received multiple appreciations and customer feedback emails in Adobe Int., Process.**
* **Got government project to support website for data programming job.**

Computer Knowledge\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* **Learnt various Operating system & its Management like : Windows 7, Win 8 & Win 10**
* **Learnt Tally 7.2 and 9 From F-Tech, Palm-Dwarka flyover Road Market.**
* **Learnt Certification Course in MCITP & Exchange Server from IACM Institute Vikas puri.**

**Personal Information:**

1. **Father’s Name : Surjeet Singh Dhiman**
2. **Date of Birth : 07-July-1989**
3. **Marital Status : Single**
4. **Nationality : Indian**
5. **Location : Dwarka**

**Current Address : House No: 434, Pocket -16, Sector-3**

**Adarsh Appartment, Dwarka, New Delhi 110078**

DECLARATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**I hereby declare that all the information furnished above is true to the best of my knowledge.**

**Date 15-11-2020 ( Sunny Dhiman)**