

ABHISHEK M

Mobile No: -9738717709

Email ID Abhishek.cool0223@gmail.com

CAREER OBJECTIVE:

Intend to build a career with leading organization with commitment and dedication, which will help create an atmosphere for potentiality, efficiency and elevation of the career.

Professional Experience

- o Worked Has Sales Ass. Manager in Desi Adda for 1year from
 1. Coordinate with Handicraft product makers.
 2. Corporate level sale & business with clients.
 3. Managing workers to reach the business needs & full fill the customer orders.

- o Right now I am working in Wipro Limited under Enterprise Services (System Integration and Maintenance Services) project as a Service Desk executive from 22/09/2017till now .
 1. Responsible in handling National and International IT calls & issues.
 2. Checking the issue with customer to resolve the issue as per the SLA committed to customer.
 3. Coordinating with National and International OEMs Operations and service queries on mails.
 4. Ordering required spares from OEMs & delivering it to meet the SLA of the customer.
 5. Handling critical customer with minimum SLA & resolving the P1 issue cases with Own responsibility
 6. Handling Migration activity PAN India.

ACADEMIC SUMMARY:



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| Degree | University or Board | Percentage | Year |
|--------|---|------------|------|
| B.com | UNIVERSITY OF MYSORE | 57.13 | 2016 |
| PUC | KARNATAKA PU BOARD | 52.5 | 2013 |
| SSLC | KARNATAKA SECONDARY EDUCATION EXAMINATION BOARD | 50.8 | 2010 |

Achievements :-

- Awarded as Best Performer in the Year 2018-2019.

Extra curricular activities:

- Participated in international level Workshop called Regional (Asia and the pacific) workshop on "YOUTH AND CAMPUS CO-OPERATIVES MOVING TOWARDS SUSTAINABLE GROWTH AND DEVELOPMENT IN THE CO-OPERATIVE DECADE" organised by" CO-OPERATIVE LEAGUE OF THAILAND BANGKOK, THAILAND. (Got 2nd prize).
- Attended 1day International seminar on EXPLORING SOCIAL BUSINESS OPPORTUNITIES INDIA AND UGANDA EXPERIENCE WITH MICROFINANCE AND OTHERS held in Organisation for the Development of people - ODP, Mysuru.

TECHNICAL SKILLS:

- Operating Systems: Windows 2007/XP/08/09/Win10
- MS-Office (Word, PowerPoint and Excel)

SKILLS:

- Good Communication Skills, Ability to work under Pressure, Willingness to learn.

HOBBIES:

- Playing Cricket, Ball Badminton, listen Songs
- Car & Bike Freak.

PERSONAL INFORMATION:

| | | |
|------|---|------------|
| NAME | : | ABHISHEK M |
|------|---|------------|



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|----------------|---|--|
| FATHER'S NAME | : | S N Manjunath. |
| BIRTH DATE | : | 02-09-1995 |
| GENDER | : | Male |
| NATIONALITY | : | Indian |
| LANGUAGES | : | English , kannada , Tamil , Telugu & Hindi |
| MARITAL STATUS | : | Single |

DECLARATION: I hereby declare that all the information mentioned above is true to the best of my knowledge. I will make it my earnest endeavour to discharge competently and carefully the duties you may be pleased to entrust with me.

ABHISHEK M.

