

## **Pramila Khatri**

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**Personal Summary:** Looking for an opportunity to associate with a progressive organization to utilize my skills and knowledge according to the trends and dynamically work towards the growth of the organisation. Seeking a position in tourism where I can develop my skills and along with that could work for the profitability of the firm.

### **Summary of Skill:**

- Excellent customer service skills that ensure client satisfaction.
- Strong problem-solving skills that allow me to handle even the most stressful of situations, such as stranded clients.
- Motivational interviewing skills to assist in truly listening to clients and recognizing what they want to create experiences that meet their expectations.
- Extensive knowledge and education of some tourist destinations of India.
- Have visited several destinations in India including Kerala, Hyderabad and major parts of Maharashtra, Bengaluru, Kolkata, Tamil Nadu, Kanyakumari etc. on a solo trip to explore the destinations by living among local people and explore with them.

### **Certification:**

Duration: Sep 2019 till Mar 2020

**Completed my IATA certification from Skylark Institute of Travel in April, 2020.**

**Total Experience: 7 years 6 months**

#### **• Job Profile:**

Current Employer: Tech Mahindra Ltd.  
(GNOC)

Project: Credit-Suisse Bank

Duration: May 2016 till Sep 2019

Designation: Sr System Engineer

**Area of Work:**

- Handle client escalation and coordination with service providers and international client.
- Need to prepare KA for new processes and get approves from client.
- Maintain all site details, report of user’s extension list.
- Monitoring and troubleshooting of AVAYA-PBX system.
- Providing/changing features of the IP Phone as per requirement.
- Handling day to day operations.
- Providing technical assistance to team members by way of assisting them in solving technical problem, sharing technical knowledge.

- **Previous job Profile:**

Employer: Wipro Technologies  
Telecom

Project: British

Duration: March 2012 to May 2016  
Engineer

Designation: Project

**Area of Work:**

- Provided system level support to British Telecom
- Issue follow-ups internally with regional teams as well with vendor and service providers to rectify trunk outage
- Outages follow-ups, Notifications, Updates, Resolutions.

**Educational Qualification:**

BCA	Integral University	1ST Division(82%)
12 <sup>th</sup>	CBSE(KV AMC)	2nd Division(65%)
10 <sup>th</sup>	CBSE(KV AMC)	2nd Division(75%)

**Achievements:**

