**Gaurav Sachdev,**

**H. No: Block 47, 47/4, 2nd Floor Ashok Nagar 110018, +91-9582213039,** [**Gaurav.sachdeva144@gmail.com**](mailto:Gaurav.sachdeva144@gmail.com)

SUMMARY

To obtain a suitable position where I can give my best to the organization through what I have learn’t by my experience in order to achieve the goal of the organization. I am authoritative on medium and high-end support at Level 1.2 Band. I bring high levels of professionalism, commitment and attention to detail in Service Delivery.

Professional Experience:

Telus International: **Team Leader 15th March**

* Operate as a key contributor to the team to set standard work, audit standard work, and improve standard work while problem solving and tracking MDI
* Provide feedback on employee and/or team performance to the supervisor and/or manager
* Manage team workload distribution and structure to ensure consistent good performance
* Consistently and effectively implement the Performance Management Process as a leadership tool to help employees maximize their performance
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* Responsible for day to day functioning/administrative work including production floor management
* Performs other duties as assigned by manager

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**Assistant Manager: Date: 31st July 2017 till 5 Feb 2021**

* Coach and develop team members.
* Filing reports regarding product problems.
* Training end-users by means of verbal personal instruction and specially designed Documentation.

# Coordinate daily customer service operations.

* Track the progress of associate weekly, monthly, quarterly and annual objectives.
* Evaluate employee performance and identify hiring and training needs.
* Supervise and motivate associates to perform their best.
* Make sure all employees adhere to company’s policies and guidelines.
* Assisting the manager in organizing, planning and implementing strategy.
* Supervise Application Support Team to ensure operational excellence and excellent customer services.
* Sending Monthly and Weekly Report for different Marketplaces.
* Maintaining associate Tracker Sheet which include associate Leave, Login Time and Logout time.
* Owning the Quality Analyst Process for Support.
* Monitoring calls and emails.
* Making sure that customer feedback is considered.
* Provides actionable data to support associates as needed.
* Prepares and analyze internal quality reports for associate to review.
* Owning US Support Ageing Process.
* Keeping a track of all Open ticket (Awaiting Customer, Awaiting Internal).
* Sending report of ticket ageing which highlight the Open count of ticket and from how many days the response has not been sent.
* Provide appropriate information to associate as to what action is required to work on ticket and how it can be closed.
* Designed a process flow for Support Team after working with Supplier Adoption Team to smoothen the ticket flow.
* Training new hires in the team and provide them complete process knowledge.
* Provide Training on OTRS and e-mail response and on different Modules.

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**Team Leader: 02nd Feb to 30th July**

# Lead and prioritize the Application Support team’s workload.

* + Manage and Own the Problem Management Process.
  + Provide technical leadership.
  + Interact with internal teams to trouble shoot and resolve complex problems.
  + Making reports and statistics.
  + Manages individual performance and builds teamwork within team.
  + Allocation and management of work to team members and first point of escalation for issues from the team.
  + Maintaining a high level of team engagement.
  + Ensure there is enough resource coverage during core and peak hours of work.
  + Ensure that processes are documented.
  + Support in improvement initiatives.

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**Application Support Specialist: 05th Oct 2015 to 02nd Feb 2017**

# Thorough knowledge of BirchStreet Application.

* Special attention towards resolving urgent and immediate requests from different Marketplaces.
* Perform application change management activities as assigned in the ticket.
* Handling calls from end users to resolve their application related issues.
* Ensure applications are working seamlessly through a pro-active monitoring approach.
* Troubleshoot and resolved application issues escalated from end users.
* Running and checking SQL queries will be a key component of ongoing production support.
* Able to work effectively under pressure and frequently changing priorities.
* Interact with internal teams to trouble shoot, create a bridge and resolve complex problems.
* Follow appropriate departmental and company procedures and policies.
* Responsible for application support and customer handling.
* Researching technical issues, troubleshooting, problem-solving and analytical skills.

## **Senior Analyst: HCL Technologies Ltd. – Sept 2011 – 29th May 2015**

HCL Technologies is a leading global IT services company, working with clients in the areas that impact and redefine the core of their businesses. Since its inception into the global landscape after its IPO in 1999, HCL focuses on transformational outsourcing, underlined by innovation and value creation, and offers integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and BPO.

* Global support (EMI helpdesk)
* Resolving software related issues of computers. (Active Directory) and different applications.
* Working as a Queue Manager in EMI project and also handle Change Request and Task for UMG and WMG users.
* Workings as a Backup Shift lead and manage teams and also works on Change Request, Starter and Leavers.
* Provide Training to new Joiners as well.
* Supervise and manage incident queue.
* Tracking work progress and reporting the key issues to senior management.
* Improving existing support/operations processes and defining new for high availability/performance of databases.
* Provide technical support for database systems.
* Handling escalation calls/issues. Working with Application team/management for changes, incidents and fixing major long running issues in production.
* Resolving issues related to Database administration, backup, capacity, TSM etc.
* Providing access, granting permissions and roles according to business requirements in Active Directory.
* GAM (Global Account Management) – starters and leavers, Creation of new mailbox on Exchange Server.
* Creation of Email accounts, mailing lists, team rooms, mailing databases on servers and Mailbox
* Preparing weekly report to send it to Client.
* Creating and Updating RUN Books for my project related to new issues

## **Technical Support Executive: Convergys, Project: Optus, 10th Feb 2010 till 11th April 2011**

* Inbound process (Australian)
* Resolving Internet related issues and connectivity of cable and modem of Optus.
* Explaining billing to customer’s
* Retaining customer’s by giving them waiver on their late fees or any discrepancy in their bill.
* Providing best internet plan to the customer’s as per their usage.
* Promoted as Subject Matter Expert in 7 months in Convergys in Optus project.

## **ACADEMIC QUALIFICATION:**

Graduation from Jaunpur University, Uttar Pradesh in 2009. Intermediate from U.P. Board, Varanasi, U.P.

High School from Laxmi public school, Varanasi (C.B.S.E board).

## **PERSONAL DETAILS:**

Father Name: Vijay Sachdev

Date of Birth: 27th August 1988

Nationality: Indian