**CURRICULUM – VITAE**

**DALJEET SINGH SABHARWAL**

**Shri.Avtar Singh Sabharwal**

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**OBJECTIVE:**

Aim to be associated with a progressive organization where a growth oriented environment provides unlimited scope for learning skills and to acquire a challenging position.

**EDUCATIONAL QUALIFICATION:**

* B.com (pass) passed from Delhi University, Correspondence in 2011.
* Intermediate (commerce) passed from C.B.S.E Board in 2007.
* High School passed from C.B.S.E Board in 2005.

**PROFESSIONAL QUALIFICATION:**

* Certificate in **Advance Microsoft Office** from **M/s ICE Institute**, Sahibabad, Ghaziabad (U.P) 201005.
* Diploma in **Business Management of Information System** from NIIT Institute, New Delhi with 85%.

**EXPERIENCE:**

* **Vision Spring Private Limited,** Noida (Sep 2018 to Till Present) as a **Service Representative.**
* **Meilleur Infotech Private Limited,** Noida (Aug 2016 to Sep 2018) as a **Back Office Coordinator.**
* **Bureau Veritas Consumer Product Services (INDIA) PVT. Ltd**, Noida (March 2012 to July 2016) as a **Service Desk Analyst.**

**ROLES & ACTIVITIES**

The job profile and role include the following tasks and responsibilities:

**Vision Spring Private Limited**

* Manage warehouse inventory and storage of incoming goods.
* Documentation of inventory items in warehouse.
* Dispatch finish goods on time and with proper documentation.
* Physical reconciliation of inventory.
* Preparation of different MIS related to dispatch, Inventory etc.
* Responding to the emails, internal & external queries.
* Calls-regarding Order pendency/ mode of transport to dispatch their orders.
* Coordination with warehouse team regarding dispatches or other related task.
* Maintaining stocks inventory of accessories & Consumables of equipment division.
* Coordination & Follow up with warehouse team for the process of Orders.

**Meilleur Infotech Private Limited**

* MIS, MS Excel-V Lookup, H Lookup, etc
* Creation of Policy on system.
* Prepare member data for upload
* Tracker Updation.
* Data cleaning.
* Maintaining daily productivity report.
* Follow-up with internal/external customer.

**Bureau Veritas Consumer Product Services (INDIA) PVT. Ltd**

* Incidents and requests received by email are logged in the company's service desk system.
* Provide helpdesk support and resolve problems to the end user’s satisfaction.
* Communicates with other team members including System Administrators, Technical Consultants, Senior Consultants and Managers.
* Involved in handling calls, emails regarding queries.
* Monitor and respond quickly and effectively to requests received.
* Monitor service desk for tickets assigned to the queue and process first-in first-out based on priority.
* Properly escalate unresolved queries to the next level of support.
* Other miscellaneous work assigned by manager.
* Track, route and redirect problems to correct resources.
* Utilize and maintain the helpdesk tracking software.
* Ensure proper recording, documentation and closure.

**PERSONAL INFORMATION**

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| FATHER’S NAME | : | Shri. Avtar Singh |
| DATE OF BIRTH | : | 13th February 1989 |
| MARITAL STATUS | : | Married |
| GENDER | : | Male |
| LANGUAGE KNOWN | : | Hindi, Punjabi, English |

**Place……………………**

**Date…………………….**

**(DALJEET SINGH SABHARWAL)**