JAYDEEP BISWAS

**E-mail**: biswas.jaydeep@gmail.com; **Mob**: +91 8017953638; +91 7003699073

* Result driven professional offering **15+** years of experience in Service desk, Team Leadership of reputed organisations; operated as Technical supervisor, Team Leader of a tech helpdesk at Wipro Ltd. Last worked at HSBC HDPI.
* Proven experience in all software upgrades, hardware upgrades, domain access/security, system outages, in a 24/7 availability environment
* Adept at performing diagnostics, troubleshooting of systems/application issues, and documenting help desk tickets/resolution
* Proven ability to take responsibility for the resolution of all customer issues raised, ensure that customers are updated within agreed SLA’s and that all issues are resolved quickly and efficiently
* Deft at manipulating, interpreting and analysing data for management reporting, creating MI reports and dashboards to determine the productivity
* Managed/ developed an efficient team; supervised / resolved service-related issues. Effective in identifying opportunities, developing focus and providing tactical business solution.
* Exceptional communicator with strong negotiation, problem resolution aptitude.

## KEY COMPETENCIES

* Ambitious, focussed & Hard working
* Report Analysis/Data Management
* Proactive & takes initiatives for efficient execution of Tasks.
* Quick learner & adaptable.
* Innovative Solution Provider.
* Strong communication Skills, written & verbal.
* Skilled in Hardware & Software Technical T/S.

## WORK EXPERIENCE

**Senior Technical Analyst, HSBC HDPI Ltd Tier2 Global (2nd line technical team), Mar 2020 – Nov 2020**

**Key Responsibilities:**

* Responsible for addressing the issues escalated to the 2nd line team from the 1st line support
* Assisted HSBC colleagues with End user computing and application support, and Hardware/Software specific queries
* Accountable for communicating and escalating incidents and requests beyond scope of ability to senior service resources
* Logged and tracked incidents and requests, and reviewed incident and request tracking databases
* Participated in meetings, and shared a knowledge with the team to improve individual, departmental and team’s performance

**Achievements:**

* Got recognized repeatedly for outstanding performance

**Senior Technical Analyst, HSBC HDPI Ltd - ATM Support, Oct 2016 – Mar 2020**

**Key Responsibilities:**

* Responsible for support and maintenance of Bank's enterprise ATM services from both a technical and business perspective
* Provided day-to-day support and maintenance of ATM services at off-site and branch locations to ensure quality services
* Involved in troubleshooting and resolving system-related production issues, worked with vendors to identify root cause and ensured fixes/solutions were implemented
* Maintained system documentation, procedures and guidelines for the Application Support team and Service Desk
* Created incident reports, availability reporting and trends to decrease overall system downtime and improve systems operations

**Achievements:**

* Have done a major contribution in team productivity, and consistently maintained high screen counts & high call volumes
* Created MI reports and dashboards to scale the productivity
* As an SME, addressed user escalations and provided appropriate solutions

**Service Desk Analyst, HSBC HDPI Ltd ITID, Jun 2015 – Oct 2016**

**Key Responsibilities:**

* As a part of 1st line technical support, assisted Bank colleagues with any technical queries
* Educated customers on produt tools and its uses where improved self-service and IT efficiency
* Assisted in interpretation, evaluation and resolution of issues pertaining to the functional operation of application hardware and software products
* Responded to customer queries and met their needs by liaising with other second level teams with end to end ownership of incident resolution
* Conveyed service request status and resolution time by communicating with end-user and handled support requests on time

**Achievements:**

* Provided excellent customer support and achieved the highest CPS score in the team during the mid-year review
* Achieved the highest FCR and 3rd highest FLR in the team during the mid-year review
* Created multiple knowledge articles, which helped with the Team’s Resolution Rate

**Customer Care Executive, HSBC HDPI Ltd (First Direct), May 2013 – May 2015**

**Key Responsibilities:**

* Provided splendid customer services to customers in a friendly and courteous manner at all times
* Educated customers about various accounts and loan products
* Guided Users facing issues with Internet Banking and provided them assistance & Browser T/S
* Assisted customers in making International Transfers and team members with any process related queries
* Improved customers’ banking experience with the bank by ensuring that customers were attended to promptly and all their challenges were resolved without delay

**Achievements:**

* Received an Expert grade within 6 months of joining
* Achieved Rating 1 for the year 2014

**Team Leader, Wipro Ltd, Oct 2006 – Aug 2012**

**Key Responsibilities:**

* Headed a team of 40 technical support agents and 2 SMEs
* Managed customer escalations which ultimately resulted in favorable customer satisfaction ratings
* Designed and implemented a more streamlined process for tracking Service Desk KPI and Metrics which included data report creation and management
* Provided continually sophisticated reporting functionality to measure support performance against agreed-upon SLA's
* Generated & shared the Productivity report of the Desktop queue and worked with the MI team for Stack preparation
* Responsible for handling Escalations, resolving queries, grievances of any nature raised by the agents and providing assistance in hardware & software Trouble shooting on desktops

**CCE, Mobile Technologies Ltd, Kolkata, May 2005 – Oct 2006**

**Key Responsibilities:**

* Assisted customers facing issues with GPRS/Mobile internet connectivity – Dial up connectivity

Visited high profile customers in-person to sort out the Dial up connectivity issues

## EDUCATION/CERTIFICATION

* Online Certification for Excel for Business Essentials, Intermediate 1 & 2 through Coursera
* 2000. I.C.S.E COSSIPORE ENGLISH SCHOOL
* 2003. I.S.C. COSSIPORE ENGLISH SCHOOL

## PERSONAL INFORMATION

* **Date of Birth:** 31st Jan 1984
* **Languages:** English, Hindi, and Bengali
* **Nationality:** Indian