**PAYAL MALHOTRA**

**J-2929, Sainik Colony, Sec-49**

**Faridabad .Haryana**

**Mobile No. +919811360185**

**E-mail:nasa.payal@gmail.com**

# **KEY COMPETENCIES**

* **General Management**
* **Liasioning**
* **Coordination**
* **Team Handling & Support**
* **Escalations Handling**
* **SLA Coordination**
* **MIS Reporting, Report analysis and Call Management.**

**PROFESSIONAL QUALIFICATION:**

* MBA-Operations from ICFAI University,Tripura.

**EDUCATIONAL QUALIFICATION:**

* MBA-Operations from ICFAI University in 2012
* Graduation (B.Com.) from Kamla Nehru College, Delhi University (2003-2006).
* XIIth from CBSE Board in year 2003.
* Xth from Haryana Board in year 2001.

**WORK EXPERIENCE**

1. **M/s Astron Polymers Private Limited, Faridabad**

 **Designation:- Assistant to Chairman**

 **Duration:- since Jan’2019**

 **Roles and Responsibilities:-**

* Mail Correspondence
* Liasioning with all Departments in order to keep things on track.
* Preparing and sending Quotations
* Preparing Reports as and when required by Management.
* Assisting Chairman for Daily Operations.
* Import-Export Formalities, finalizing vendor quotations, follow-ups.
1. **Worked with M/s. Corporate Trotters Ltd.**

 **Designation:- Visa and Ticketing Executive**

 **Duration:- July’18-Dec’18**

1. **Aforeserve.com Ltd.**

**Designation:- Team Leader**

 **Duration:- Dec’14-Mar’16**

 **Roles and Responsibilities:-**

* Handling Pan India Onsite IT Hardware Support AMC Project of Bch India Ltd. As Team Leader with (approx. 700 user database).
* Leading a Team of 4 engineers and 02 Helpdesk Coordinators.
* Meeting SLA Compliance for Pan India Project.
* Customer Satisfaction-Reviews& Meetings
* Activity Tracking and closure
* Escalations Handling.
* Coordination between BCH India Ltd. and Aforserve.com for all project needs.
1. **HCL SERVICES LTD.(on the payroll of Chaque Jour Services Pvt. Ltd.)**
2. **Designation:- Team Leader**

 **Duration:- Aug’2014-Nov’2014**

Worked as a Team Leader for South Delhi Region handling all prestigious accounts such as International Travel House, ITC, BHEL, PPAC, IOCL, IFFCO, Hilti with a Team of over 30 engineers and 02 coordinators.

1. **Designation:- Team Leader**

 **Duration:- June’2012-July’2014**

**Roles and Responsibilities:-**

* Handling 03 Prestigious clients of HCL i.e, Punjab National Bank, Oriental Bank of Commerce and Department of Posts.
* Leading a Team of 40 engineers and 06 Helpdesk Coordinators across Delhi.
* Meeting SLA Compliance for All Projects.
* Customer Satisfaction-Reviews& Meetings
* Activity Tracking and closure
* Escalations Handling.
* Coordination between Support Team and Logistics Team.
* Internal Coordination within the company.
* To identify opportunities for improvement in the current processes based on their experiences with the clients.
1. **National Services - Authorised Service Center for Panasonic,Toshiba,Jeeves, Phillips,**

 **Akai& Hyundai as**

 **Designation:- Operations Executive**

 **Duration:- Nov’2010-May’2012**

**Roles and Responsibilities:-**

* Call Classification, and prioritization, allotment and maintaining Call Registers.
* Handling Front End and Backend Operations
* Working with Company Operated Tools and coordination between a team of 10 People
* Mails and Correspondence with customers and company
* Handling across all locations of Faridabad, Palwal and Hodal.
* Tracking Calls to Resolution.
* Escalation Handling.
* Preparing Monthly Bills to be sent to the company.
1. **3i-Infotech, New Delhi**

 3i-Infotech is a global Information Technology company which provides technology solutions to over 1500 customers in more than 50 countries across 5 continents, spanning a range of verticals. The Company provides software products, IT services and Business Process Outsourcing (BPO) for a variety of industry verticals, predominantly Insurance, Banking, Capital Markets, Asset and Wealth Management (BFSI). It also provides solutions for other verticals such as Government, Manufacturing and Retail. These solutions and services include various industry specific IP based software solutions and services such as Application Development & Maintenance Services (ADMS), Business Intelligence, Enterprise Applications, Testing & Compliance Services, IT Infrastructure Management Services (IMS), IT Consulting and Transaction Processing Services, including Payment Solutions.

1. **Project 1:- ICICI BANK LTD.**

 **Duration:- Aug’09-Oct’10**

 **Designation :– Operations Manager- IT**

**Roles and Responsibilities:-**

* Leading a Team of 60 engineers and 04 Helpdesk Coordinators (ICICI Ltd.) and 15 Engineers (08 Field Engineers and 07 Trainees for Delhi-NCR) for Other MSV Projects of On Call Support across Delhi-NCR.
* Meeting SLA Compliance for All Projects of ICICI.
* Customer Satisfaction-Reviews& Meetings
* Handling more than 250 locations of ICICI Bank, ICICI Prudential, ICICI Lombard, ICICI Securities n Delhi & NCR
* Helpdesk Management
* Activity Tracking and closure
* Escalations Handling.
* Coordination between Support Team and Logistics Team.
* Internal Coordination within the company.
* Resource Salary and Bill Approvals and Processing.
* To identify opportunities for improvement in the current processes based on their experiences with the clients.
* Simultaneously looking for On Call support in Other MSV Projects- HPCL, HERO HONDA MOTORS PVT. LTD., APOLLO DKV INSURANCE PVT.LTD.,VODAFONE, ABB India Ltd., BAYER INDIA, IDEA CELLULAR LTD Across Delhi-NCR
1. **Project 2:- NCR AUTOMATION**

 **Duration:- March’08-July’09**

 **Designation:– Sr. Project Coordinator & MIS executive in HPCL &**

 **BPCL Automation.**

 **Roles and Responsibilities:-**

* In constant communication with the business and the clients to inform them of progress and meet the targets that have been set.
* To liaise with both technical and non-technical communities in 3i-infotech – depending on the nature of the issue.
* To identify opportunities for improvement in the current processes based on their experiences with the clients.
* Central point of contact for clients and the business.
* Working with Project Hindustan Petroleum Corporation Limited (HPCL) and Bharat Petroleum Corporation Limited (BPCL) teams to help automation in all over India.
* Working as an Administrator on I-Enable Tool developed by 3i.
* Handling of 550 sites of HPCL in North and 150 sites in South and East of BPCL across India.
* Leading a team of 06 Helpdesk Coordinators and 70 Engineers.
* Builds and maintains Vendor Relationships.
* Bills & Salary processing of All Engineers.
* Communicates effectively with internal clients to identify needs and evaluate alternative business solutions. .
* Manages the development of team by ensuring, when possible, that project tasks are in line with each Innovator's career interests.
* Updating Daily, Weekly and Monthly MIS and Region Wise Reports and sharing the same with the Customer.
1. **Ranovision Services Pvt. Ltd.(Channel Partner of Wipro Infotech)**

Wipro Infotech Limited is a 1.8bn company with offices in 30 locations around the globe. It provides IT Products   and services across the length and breadth of technology. They have other two decades of experience in IT services and have many of the fortune 500 as their clients.

 **Project Name:- JCB INDIA LTD.**

 **Duration:- Dec’06 - Feb’08**

 **Designation:– IT Helpdesk Coordinator & MIS Executive**

**Roles and Responsibilities:-**

* Call logging, Classification, and prioritization and maintaining Call Registers.
* Working with E-Helpline Tool and coordination between a team of 10 People
* Working on Lotus notes 7.0 on client End.
* Providing Remote Support to users in Plant And One of nearby Location (Sector-6)
* Interacting with the users at 24 Remote Locations as I am Sitting in Head Office and it is the Central Point of Contact for all IT Related issues.
* Tracking Calls to Resolution.
* Escalation for Required Support as per Escalation Matrix.
* Vendor Liasioning.
* Generating Call Reports.
* Preparation of MIS Reports to be presented to the Customer on Monthly Basis.
1. **AMPEQ COMPUTER SYSTEMS**

 **Duration:- May’2006-Nov’2006**

 **Designation :- Call Coordinator cum Front Desk Executive**

**COMPUTER KNOWLEDGE:-**

* MS Office Complete Suite
* Internet Browsing
* Mail Clients - Outlook All Versions. Lotus Notes 7.0 Client

**STRENGTHS:-**

* Understand the importance of deadlines
* Open minded
* Environmental adaptability
* Self-confidence

**PERSONAL DETAILS:**

Husband's Name :- Mr. Kunal Malhotra

Date of Birth:- 18-01-1986

Marital Status:- Married

Nationality :- Indian

Language known:-      Hindi, English

**Date: **

**Place:** **Faridabad (PAYAL MALHOTRA)**