

CURRICULUM VITAE

RAMAN DUTT

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Address: -
37 Shyam Nagar Okhla
Industrial area phase-III, New Delhi-

Mobile No. : - +9873987386

Professional Skills:

- Responsible for Business Volume increment in Pan India & Investigate partner & finalize for onboarding process.
- Responsible for Brand Escalation & monitor till closer. •
- Responsible for OOW collection from partner & cross check partner case to case payout & conveyance
 Handel all queries and Customer feedback in a professional manner.
- Monitored and managed operational activities (Daily Open call Closer & Pendency Major).
- Documented and prepared MIS & various report for team.
- Provide support to Team to meet their Weekly Define targets.
- Support to team to achieve TAT & schedule review on weekly basis.
- Making Monthly Branch Productivity report.
- Responsible on Operation KPIs & SLA & present on Weekly Meeting & present RCA on missing KPI & SLA part.
- • Responsible for team performance parameter.

Work Experience:

- Worked in Jetking Technology Pvt. Ltd Noida as Center Manager to Partner LENOVO for onsite service delivery.

Key Responsibility: - Taking customer query, Team management, Attendance, Engineer Training, RMA Process, Interview Taking.

- Worked in Sysnet Global Technology Pvt. Ltd New Delhi as Project Lead to Partner LENOVO for Clint Havells /YOKOGAWA/BLUE DART/VODAFONE since 2020 to Till 2023.

Key Responsibility: - Taking customer query, Vendor management, Attendance, Engineer Training, Billing Process, Interview Taking.

- Worked in Orbit Techsol India Pvt. Ltd. New Delhi as Sr. Engineer to Clint KPMG since 2017 to Till 2020.

Key Responsibility: - Taking HP laptop hardware support in PAN INDIA with sub partner's

- Worked in Shilpi Cable Technologies (Head Office).New Delhi as IT Engineer 2014 to Till 2017.

Key Responsibility: - Laptop configuration as well all software and Hardware, Printer Networking and Vendor Management, ETC.

- Worked with COMNET VISION PVT LTD/TECKPARK INDIA PVT.LTD both companies are deal in IBM process, as Laptop Engineer to Customer support Since April 2011 to Dec 2014.

Key Responsibility: - Field Support Engineer for Lenovo Warranty Case

- Worked With RT OUTSOURCING SERVICES LIMITED, New Delhi as CUSTOMER SUPPORT Since May 2008 to Feb 2011.

Key Responsibility: - Front desk support Engineer & Field support for Escalation cases.

Educational Qualifications:

12th pass from CBSE BORD, year 2006

Hardware Networking from JETKING INSTUTION, year2007

BBA (Bachelor of Business Administration) From Sikkim University.

Leisure Pursuit:

- Traveling
- Internet, Making Friends
- Playing Cricket & Chess etc.

Personal Details:

Date of Birth	: 7 th September, 1986
Phone Number	: 09873987386
Marital Status	: Married
References	: On Demand

Declaration:

I here by, declare that all the information given above is true to my knowledge.

DATE:

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PLACE:

(RAMAN DUTT)