

# YATIN OBEROI

#778, raja sahib street , Jagadhri, YNR  
Haryana-135003  
9958623586  
Oberoi\_yatin@yahoo.in

## CAREER OBJECTIVE

To strive for perfection in every sphere of life and apply my knowledge and skills in the field of technology and thereby rendering a fruitful growth to the organization as well as my professional interests.

## EXPERIENCE

### **Concentrix Daksh pvt ltd**

Sep 2014 - July 2016

#### *Practitioner -CRM operations*

- Tools I used: Outlook, Yammer, Skype, Zimbra.
- I was working there under Amazon US Seller Support process. Team name was ILAC. Where I was taking care of Inventory of Amazon sellers and reimburse the amount if their product has been lost.
- It was a blended process (Email & Voice) 24\*7 environment. Awarded as a best performer for 2015 in my team

### **Fareportal pvt ltd**

Aug 2016 - July 2018

#### *Travel Consultant*

- Software knowledge: AMADEUS & SABRE
- I was working with Cheapoair.com website.
- It was 24\*7 environment
- It was an inbound process where we have to take calls of the US based customers to book their flights.
- By finding consolidated price I had to generate revenue for company.
- Revenue target was 13000 dollars per month.
- Awarded as best performer for Jan-Apr 2018

### **Dell international services**

Dec 2018 - Present

#### *Technician, technical support*

- Project: Honeywell Automation IT Service Desk
- Software knowledge: Service -Now, SFDC lightning, Office 365, SAP (reset password queries)
- Troubleshooting Skills: Outlook, skype, VPN, sharepoint, shared drive, LDAP, no power, no post, no video, no boot, basic internet issues, driver issues.
- Global account password reset, McAfee encryption
- Incident management
- Listning to, learning from and responding to Honeywell users to fix their issues.
- Delivering services and solutions that consistently meet expectations for quality, values and customer experience.
- To raise tickets to 2nd level of teams if the issue is not under our scope.

---

**TECHNICAL  
SKILLS**

- MS office (Outlook, Skype, Ms Excel, word, PP) troubleshooting Incident and request management
- Hardware troubleshooting (No boot, no post, no video, no power)
- Solution architect for AWS platform (EC2, S3, VPC, IAM, ROUTE53, Autoscaling, RDS, Beanstalk)
- CCNA (Routing and switching)
- Sound knowledge of Embedded system
- Sound knowledge of PLC (Siemens)

---

**EDUCATION**

Btech (electronics and communication)  
Yamuna Institute of Engineering and Technology  
Affiliated to KURUKSHETRA UNIVERSITY

---

**ACHIEVEMENTS**

- Best performer in Fareportal Pvt Ltd for Jan-Apr 2018
- Bester performer in Concentrix Daksh Pvt Ltd for 2015

---

**PERSONAL  
STRENGTHS**

- Good communication skills
- Quick learner
- Sales skills
- Good troubleshooting skills
- Believe in good customer relationship
- Ability to work under pressure

---

**PERSONAL  
PROFILE**

Date of Birth	: 21/04/1992
Marital Status	: Single
Nationality	: Hindu
Known Languages	: English, Hindi
Hobby	: Singing, Dance, Painting

---

I hereby declare that all the information mentioned in my resume is true and correct to my knowledge and I take full responsibility for the accuracy of the particulars mentioned.

Place: Gurgaon

Yatin Oberoi