

Deb deep Banerjee

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OBJECTIVE

Aim to learn more and gain practical knowledge that can be further utilized to accomplish the organizational goals effectively. Looking for challenging and exciting opportunities, which call upon one's ability and give a considerable degree of responsibility.

PROFESSIONAL EXPERIENCE :

Worked in IBM in technical support Desk.(Since 07 Nov 2010- 10 Dec 2012)

The job role deals with the following: Providing support in Voice Process. Well versed with the knowledge of operating systems (Windows XP, Vista, 7,Android ,Mac) troubleshooting experience on several browsers (IE, Google Chrome & Mozilla) Cabling: troubleshooting, testing, termination. Mail Client Ms Outlook Express: Configuration, Backup & Restores, troubleshooting. Mail Client MS. Outlook Configuration, Backup & Restores, Export & Import. Printer Installation, Sharing, Troubleshooting. Complete knowledge of Software installation. Connecting PCs to Network, Configuring them in Corporation PC & Peripheral-assembling & troubleshooting. Windows XP Installation and troubleshooting. Windows 2000, 2003 Installation and troubleshooting. Windows 98 Installation and troubleshooting. Symantec 9 & 10 as antivirus server. Hub: Installation and troubleshooting. Switch: installation and troubleshooting. Configuring LAN. Networking troubleshooting. Desktop related troubleshooting Internet troubleshooting. Resolving the issues related to the Technical and security concerns.

Providing a complete satisfaction to customers in Fixing out their problems up to their satisfaction . Making sure that the customer's queries and concerns are resolved completely. Well versed in SQL databases Deep knowledge of relational databases Knowledge of UNIX\Linux system administration

Worked in SERCO in Service desk (14 Dec 2012 till 22 Nov 2013)

Providing First Call Resolution to the Clients. Ensuring timely Escalations. Meeting CSAT Ensuring Timely Follow up with the clients.

Worked with Snapdeal From Nov 04 2014 Till 21 Dec 2016.

Worked as a Market Development associate/ Merchandiser.

Resolving Merchants disputes.

Interacting with Merchants

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Interact with merchants to find out potential Sellers to associate with us and to make a profitable outcome through the venture.

We use interact with existing clients to provide them a flawless service regarding payments and other disputes. Our Goal was to involve more potential sellers to our platform to enhance our business and to help them grow.

The role does not end here it has a lot to be described.

Office Packages: Ms Office, Internet

Joined Accenture in May 31st 2017 till November 26 2019.

Working with Accenture(Google TEZ).

Interact with customers over chats and calls to give them resolution regarding their query.
Maintaining Csats. Has been the top performer for 3 months . Always provide 100% productivity target. Received top performer award in RAR.

Topped Floor trice .

Cleared a Temporary IJP for policy specialist role . Have supported training batches on floor have taken multiple floor sessions .

Joined Altran Technology on 27th November 2019 till date.

Joined in Cisco TAC as Global licensing engineer.

GLO is a part of TAC, in GLO we deal with Cisco clients in regards to there Cisco devices, software issues related to licensing. We work on all Cisco devices, software issues related to licensing. GLO, is an important part of Cisco operating system since all Devices, software needs licenses to perform. We mostly work on Devices like, UC, UCCX, CCX, Telepresence, ASAP, Firewalls, Israel, ASR, Nexus switches, Router etc. GLO, has a vast scope.

ACADEMIC

QUALIFICATION:

- High School with 68% marks from CBSE, in the year 2003. - Intermediate with 68% marks from CBSE, in the year 2005. -Graduation with 78% marks from State IIHT Academy Affiliated by Sikkim Manipal University in 2011.

ACHIVEMENTS

-Appraised as the best performer, having the C-SAT 100%. -Appraised as the best quality performer on the calls in customer satisfaction.