



AKSHAY GUPTA
Block No 1/62 3rd Floor,
Near DMS Booth Dairy
Nehru Nagar
New Delhi -110065 INDIA
Mobile No : +91-9818047031
e-mail id : akshaygupta.ganesha@gmail.com



CAREER OBJECTIVE:

To seek a challenging position, exhibit optimum performance and to prove myself in the role provided.

WORK EXPERIENCE

18th October 2022 to Present

**One Call Solution
Supervisor**

NEW DELHI

One Call Solution-Client DELCAPER& Zlite

- Handed Sales & Operations roles
- Team Handling and handling rider's queries and their recruitment.
- Handling riders attendance & fuel records
- Overseeing the work on packing, scanning and loading.
- Handling customer queries for greater customer satisfaction.

18th April 2021 to Present

**Reliance Nippon Life Insurance
Sr.Recruitment and Development Manager**

NEW DELHI



Reliance Nippon Life Insurance

- Recruiting a team of agent to successfully achieve the targets
- Lead Generation and handling the customers queries and satisfying them
- Motivating the team for giving their BEST performance
- Honestly carrying out all transactions and reporting the details to my Seniors and my Boss.

11 Mar 2015 – 01 Feb 2017

**CabletechServices Pvt. Ltd.
EXECUTIVE IT SUPPORT
HATHWAY Broadband**

NEW DELHI



HATHWAY Broadband

- Handled the Maintenance of IT Network in the LAN and solved Successfully the technical problems which customers encountered on a day to day basis. The **issues** were related to:-
- Handled Unable to Browse, internet connectivity and speed issues,
- Issues related to Frequently Disconnection, &Packet Loss
- IT Network Maintenance issues

14 May 2012 – 31 Dec 2012

**SaiInfoSystem (India) Ltd.
Project Handled as Technical Support Engineer**

NEW DELHI



SAI INFO SYSTEM (INDIA) LTD.

- Handled the maintenance of IT network in the LAN and solved successfully the technical problems which customers encountered on a day to day basis. The **issues** were related to:-
- Internet connectivity
- Congestion
- Printer installation-Draft Printer, Passbook Printer, Statements Printer,etc
- Access of the database or the internal files
- Use of the softwares-like MS-Office,etc
- Installation of drivers
- Installation of necessary softwares as per the Banks specifications
- Provided uninterrupted IT support to the client and ensured smooth running and maintenance of the network
- Troubleshooting technical problems which customers encountered and diagnosed and resolved client PC

15 July 2010 – 24 June 2011

**Team Computers Pvt. Ltd.NEW
Project Handled as Technical Support Engineer**

NEW DELHI



TEAM COMPUTERS PVT.LTD.

- PCconfiguration issues, basic network conflicts and congestion issues. Advised the client on the use of the Company's services via inbound phone calls or email.
- Participated in delivering and providing customer service level commitments by providing 24X7 technical support at site.
- Effectively provided necessary technical and non-technical information to the customer.
- Actively Worked in CWG 2010 With Clients XEROX and A2z Groups and Provided on the Spot IT Solutions in the Frame.
- Working for Agility Logistics Pvt,Ltd on the client side of Xerox India Ltd (Logistics) for the period 1st February 2011 to 30th April 2011,on the profile of Technical Support Engineer on the Xerox product 3220,6280,5735,5775 and 7346.
- Worked in Border Security Force (BSF) as Team Leader from 16 May 2011 -24 June 2011, and successfully handled" Prahari Project". It involved trouble shooting and maintenance of network. Efficiently coordinated and handled a team of 50 people in Gandhi Nagar (GUJARART)

**EROADS TECHNOLOGY PVT.LTD.**

- Troubleshooting technical problems which customers encountered and diagnosed and resolved client PC configuration issues, basic network conflicts and congestion issues. Advised the client on the use of the Company's services via inbound phone calls or email.
- Participated in delivering and exceeding customer service level commitments by providing 24X7 technical support at site.
- Successfully undertook the handling of the above said responsibilities at Govt. Polytechnic at Dehradun, Uttarakhand, during the "2009 counseling" network setup and execution.

22 July 2009 to 22 August 2009

**Uttarakhand Technical Board (UBTE)
Uttarakhand Technical University (UKTU)
Project Handled as Technical Support Executive**

**ROORKEE
DEHRADUN**

PROJECTS UNDERTAKEN:

- Successfully provided infrastructure Technical Support during the counseling of Uttarakhand Technical University

PROFESSIONAL QUALIFICATION:

- Diploma in computer **SWIFT JYOTI Program** from **NIIT**, New Delhi.
- Six Months **Certificate Course in Hardware & Networking** from **Indian Institute of Hardware & Networking** from **IIHT** New Delhi.
- Completed **PROCONNECT PROGRAM** in Managing Windows 2003, **Routers and Switches (M.C.S.E)** from **IACM**, New Delhi.

GLOBAL CERTIFICATION:

Microsoft Certified System Administrator (M.C.S.A).
MCSA ID # 6340109 Certified Since 2008.

TECHNICAL SKILLS:**NETWORKING:**

- Domain Name system (DNS)
- Dynamic Host Control Protocol (DHCP)
- Remote connectivity
- Working with Network printer
- Remote Installation Services (RIS)
- Configure Outlook & Ms-Outlook .

PLATFORM:

- Windows 2000/XP/& Server2003

PACKAGES:

- Ms-Office 2003/2007/2010 & Excel

ACADEMIC QUALIFICATION:

- Passed B.com From **ManavBharti University** in 2013
- Passed Secondary Education in 1997 With 1st Division
- Passed Higher Secondary Education in 2001 With 1st Division

STRENGTHS:

- **TECHNICAL EXPERTTISE**
- **PROBLEM SOLVING**
- **CUSTOMER RELATION MANAGEMENT MEETING DEADLINES**

PERSONAL DETAILS:

Father s Name : Late. Major Adesh Kumar Gupta (Army Officer)
Date of Birth : 08th Mar 1981
Sex : Male
Nationality : Indian
Passport No :- :
Marital Status : Married
Hobbies : Listening Music & Traveling
Strengths : My confidence, positive attitude & Self belief
Languages Known : English & Hindi
Permanent Address : **AKSHAY GUPTA**

**Block No 1/62 3rd Floor,
Near DMS Booth Dairy
Nehru Nagar
New Delhi -110065 INDIA**

Permanent Cell No : +91 – 9818047031

Personal Statement: I always believe in exploring innovative ideas and implementing those by my own hands and thereby employ my skills and knowledge towards the growth of the organization.

Date :-

Place: NEW DELHI

(AKSHAY GUPTA)