

VISHAL SINGH

Senior Specialist

📍 Vasundhara, Ghaziabad

✉️ vshalsing0@gmail.com

☎️ +91 9911022343

PROFESSIONAL SYNOPSIS:

- Highly competent professional with 7+ years of extensive & enriching experience in Incident Management.
- Possess excellent interpersonal, communication and organizational skills with proven abilities in team management, customer relationship management and planning.
- Have proficiency in effectively handling various domains including technical support, Service Desk.
- Managed integration of systems and applications into change and incident processes to create a system to process incident Tickets properly and transfer then to appropriate groups and resolution on time and target.
- Outstanding listening and communicating skills.
- Analytical problem solver with the power expertise in evaluating, planning, defining, and implementing innovative solutions to minimize impact, enhance quality and ensure optimal uptime of critical systems and services across distributed environments.

EXPERIENCE

■ HCI, Noida – Senior Specialist

Nov 2022 - PRESENT

- An experienced IT Help Desk Specialist Technician able to take the hassle out of any technical problem.
- Patient and friendly even with difficult customers also able to share your advanced technical knowledge in the simple and understandable way.

Currently handling these responsibilities :

- Serve as the first contact with customers who need technical assistance via the phone or email.
- Perform troubleshooting using different diagnostic techniques.
- Troubleshoot, diagnose, and resolve technical hardware and/or software issues.
- Provide quick resolution by providing excellent customer service.
- Redirect unresolved issues to the next level of support personnel.
- Ensure timely fulfillment of clients` new demand for products and services.
- Multi skilled in web queries, emails and APS.
- Provide needed information on IT products or services.
- Keep record of problems and their resolution to
- Follow-up with customers.
- Provide feedback to new resources on processes and make recommendations on areas to improve.
- Maintain ticket documentation on Service now and explained in details the troubleshooting you did.
- Taking Sup calls when users aren't satisfying with any resource's behavior or resolution process to avoid any escalation.

EXPERIENCE

Barclays PLC, Noida – Payment Merchant Services

Feb 2020 – Nov 2022

- Managing web queries and returned statement merchant services.
- Expertise in functionality of card payment cycle.
- Working in collaboration with various 3rd party partners.
- Liaising with various internal departments like Application processing, Acquiring,
- Issuing, Sales and virtual payment systems.

iEnergizer, Noida – Assistant Executive (Customer Service) - II

Oct 2018 - Feb 2020

- Provide process related resolution and assistance to the team via regular One to One's and Coaching Sessions.
- Conduct team huddles to ensure a strong knowledge flow in terms of Process Updates and Issue Resolutions.
- Help the new joiner with on job training (OJT).
- Monitoring Performance of team members and helping them by providing Feedback, Guidance and grooming non- performing team members to help improve their performance.
- Responsible for resolving Escalated Customer Queries.
- Handled day to day client queries regarding Credit Cards and worked across retentions and frauds.
- Generating and identifying new opportunities and needs of the customer with positive conversion.

SPECIALTY INCLUDES

- Incident/ Change/ Problem Management experience using ITIL process.
- Service Level Management and Improvement,
- Team Management & Reporting.
- Experience with Service Delivery, Service Transition.
- Handling Technical issues and requests via calls, chat, and email.
- Alert, Ticket, and Bridge Management.

TOOLS & APPLICATIONS

- Service Now for ticketing.
- Business Outlook and MS Office.
- Team, Webex, and Slack.

AWARDS

Best Business Support

Consecutively for 3 Months

Reward and Recognition

Exceptional performance in March 2021

EDUCATION

B.A, Swami Vivekanand Subharti University - Meerut, India

June 2019 – June 2022

B.Science, Rashtriya Krishi IC Swarajnagar - Bahraich, India
2016

CERTIFICATIONS

- Diploma in Internationally Accredited Diet Planning.
- Sports Prehab and Rehab Specialist.
- AutoCad 2D.

SKILLS

- Microsoft Products Client Management Flexible and adaptable Excellent Interpersonal and problem solving skills.
- Relationship Building.

INTEREST

- Swimming (Certified Swimmer)
- Fitness Training

LANGUAGES

- English
- Hindi