

NAME: MANISHA SHAH

Position: Technical/Project Coordinator

Experience: 6 Years

Educational Qualifications: BE(Electronics and Communication)

Key Skills: ITIL framework, CRM handling, Ticket handling software

Mobile: +91-8178453766

Current Location: Noida, Greater Noida

Email: manishashah943@gmail.com

Summary of Career

- Receive technically complex customer issues and maintain ownership of issue and customer communication until resolved completely.
- A point of contact for the customer for all types of service requests and incidents.
- Interact with DevOps and Engineering as needed to resolve critical customer escalations.
- Handling calls & resolving enterprise level customer tickets, forensic work based on virus related issues, handling escalation calls, following internal process & keeping self-updated.
- To provide support for on call escalations and doing root cause analysis of given issue.
- To independently resolve tickets within agreed SLA of ticket volume and time.
- Proficiency with Microsoft Office.
- Strong organizational skills and multi-tasking skills
- Experience working or coordinating with multiple teams.
- Excellent written and verbal communication skills
- Assign & Track tasks of the development teams.
- Work on multiple projects at a time and prepare reports for management
- Drive and persistence, Interpersonal skills and teamwork.
- Working knowledge of agile methodology, techniques, and frameworks, such as Scrum or Kanban, Zoho, JIRA, Service desk CRM, Slack, Asana to deliver solutions.

Achievements

Completed important projects by proper study of scope.
Well Co-ordination within teams and managed projects on time.
Saved time by coming up with efficient methods and tools.

Major Roles in Various Organizations

Project Success Associate (Your Cxo Online)-Full time
Sep 2022 to Present (06 months)

Technical Delivery Analyst (**Cloudfactory**)-Contract
Jan 2022 to June 2022 (06 months)

Technical Coordinator in (**Redsecure Middle East**) , UAE-Contract
July 2021 to Dec 2021 (06 months)

Technical Coordinator in (**Emtech Computers LLC**), UAE
June 2019 to May 2021 (2 year)

Project Coordinator in (**Mahavirshree Intl Pvt Ltd**)
Jan 2016 to Mar2019 (03 Years)

Educational Qualifications

BE(Electronics and communications) –Khwopa Engineering College-(2016)

Computer Skills/ Software Skills

All kinds of Printer Installation| Windows 2012,2016 Server Installation and Configuration | Routing & Switching| Help desk support | Remote Desktop Service,CRM softwares handling.

Employment Records

Name of Company: Your Cxo Online

Job Position: Project Success Associate-Operations

Year : Sep 2022 –Present.

My work requires developing an overall project plan based on company policies and procedures, including identifying milestones and deadlines. Also, coordinating with other team members to make sure that all aspects of the project are completed on time. Managing the project budget by monitoring expenditures to ensure costs stay within the allotted amount. Managing the project schedule to ensure that milestones are met and deadlines are not missed. Creating reports about project status and progress for upper management, including updates on issues that have been identified.

Name of Company: Cloudfactory

Job Position: Technical Delivery Analyst

Year : Jan 2022 –June 2022.

My role was Handling Clients queries via web, email and calls. Follow up for the requirements of clients. Provide technical assistance in software's and tools used.

Name of Company: Redsecure Middle East

Job position : Technical Coordinator Associate

Year : July 2021 –Dec 2020.

Handling Clients via web, email and calls. Follow up for the requirements of clients. Provide technical details about IT security products. IT service Co-ordinating and scheduling the task to concerned person in appropriate way.

Name of Company : Emtech Computers LLC |UAE
Job position : Technical Co-ordinator Engineer
Year : June 2019 to May 2021

Handling all technical support (L1/L2 Operations and monitoring) related to Hardware and software. Handling Incident Support via web, email and calls. Preventive Maintenance of Server, Backup and hardware.

Name of Company : Mahavirshree Intl Pvt Ltd |Nepal
Job Position : Project Co-ordinator
Year : Jan 2016 to March 2019.

My role was to complete management of turnkey projects Coordination of third-party products, Coordination with contractors and other parties and comply certification of compliance with technical specifications

Personal Details

Name: Manisha Shah
Date of Birth :07/27/1991
Father's Name: Kamal Sah
Religion : Hindu
Nationality : Indian
Marital Status : Married
Language Known: English, Hindi
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