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Flex – Cross Functional Or Multifunctional

Objective is to climb the corporate ladder, at the same time preserving and enhancing the values within the organization.



Industries

- Textile Indenting Agency
- Readymade Garment Retail
- Information Technology
- Audio/Video Editing
- Advertising
- ITES/BPO/KPO
- Telecom
- Human Resource

Roles

- Sales
- Customer Service/Support
- Travel Consultant
- Human Resource
- Process Developer

Education

- Higher Secondary Commerce Second Division.

Language

- Hindi, English, Marwadi, Bengoli, Punjabi



Summary of most recent relevant experience in HR – Operations Genome Global at Genpact India Pvt. Ltd.

- Create/edit learning content, made easy thing very complicated the learning content worth in millions, that other organization had also been paying the organization.

genpact

Summary for previous LOB

Genpact India Pvt. Ltd. (DOJ: 30/03/2019 Till 19/12/2022 – 3 YEARS & 8 MOS 2 Weeks 5 Days)

- Worked for Genpact corporate global learning website and content creation.
- Use to call candidates and understand problems they were facing related to background verification
- Explaining them how their issue can be resolved over the phone or by attending zoom helpdesk session
- Sending day end report on updated status of the candidates
- Routing queries to respective stakeholders, if candidate faces any technical glitch
- For offer drop candidates, connect with recruiter to update status on applicant tracking system

Past Role And Responsibilities at Genpact India Pvt. Ltd.

- Worked for Latitude Financial Services/ (LFS) Australia as Flex Agent for multiple department Lending, Credit Card, Sells, Upselling, Collections, Customer Service & Motor Loan

Past Role And Responsibilities at Genpact India Pvt. Ltd.

- Toronto Dominion USA Bank Loan Process
- As applicants applies for loan at the time of COVID19 pandemic, we approve loan after verifying documents, we have been informed the loan we had approved for 3 months process the customer for Small business don't have to pay back to the bank, in terms to pay all employees in pandemic hard time



Fareportal India Pvt. Ltd. (25/01/2016 – 23/03/2018 – 2 YEARS 1 MOS 3 WEEKS)

- Knowns as cheapoair.com at USA & Canada
- Assigning approximately 4000 seats to the passengers on monthly basis
- Worked for 6 months in Ticketing for UK & Pakistan clients Countries wholesale consolidator
- Worked on all command line based renowned travel software's & self learnt to automate commands such as Amadeus, Saber, Galileo & World span

Key Skill sets mostly still beginner level & learning



- Self Learning **Practical and Theory CCNA Certification** from **Network Bulls** complete on end of 12 April 2023, received my soft copy certificate on 18 April evening, as I will create my own **Home Lab**. I'm not into **programming** yet, still there is necessity to run pre-written scripts and programs to setup network server



- **Pre-Boot Execution Environment (PXE) & GRUB2**
- **MS365, Active Directory FSMO Role/Forest etc. Assessment Deployment Kit (ADK), System Center Configuration Manager SCCM, MEM, MDM, MAM, Intune, MS Teams Public & Private, etc.**
- **Small Home & Office (SOHO), Networking, Subnetting starts from/16 max /28, IPv6, Macro, IFTTT, Home Automation, Dashboard Server, Same way can create Office Automation as possibilities are limitless**
- **Customer Service, Telecom Virtual PBX, SIP Call, SIP URI eNum, Will Test Opensource FusionPBX & 3CX and Will Learn & Create My Own Custom Web RTC PBX, Linux, Mac OS & Android, Already installed and used FreePBX is actually not Free is very expensive better to buy hardware, have to have intrusion detection like Fail2ban, Firewall, people are always looking for open ports to hack in, Fusion PBX is far better free and open source.**
- **Already Created & Used Free PBX Server on Raspberry-Pi, Pi-Hole & Managed Recursive/DNS, DHCP & VPN: Tailscale with Pi-Hole, Will Try pfSense**
- **Will use Docker with a powerful server as used on Raspberry Pi problem is as it requires with the good No of LAN ports with Docker, Portainer as many servers require only port 80, to run & dose not run on custom port thus requires many Raspberry-Pi Hole or many Servers gradually, yes the requirements increases**
- **Hope One day will work on Kubernetes**
- **Learning Cloud: Cloud Computing, (IAC) Infra Structure As A Code : Terraform is Opensource Managing & Provisioning Through Code its better then Cloud Formation**
- **Learning need practice AWS, Will Create my Own Home Lab Free Tear With VPC mx 5 by default, E2C 200 mx Instance by default, IAM, AMI, Load Balancer, Storage & Buckets, Gateway, Route 53, Lambda used by programmers etc. Further more & more.**
- **Keep exploring what's latest technology update**