

# YOGESH KUMAR

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## Senior Level Co-ordinator | Customer Support & Operations Management | Technical Services Centre

### EXECUTIVE SUMMARY

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- ⇒ A dedicated professional with Diploma in Hardware & Networking and Bachelor of Commerce possessing about 12 years of experience.
- ⇒ Currently associated with smart infosystems Delhi as senior Service coordinator. Rich exposure in planning and developing procedures and service standards for business excellence.
- ⇒ An attitude of excellence & diligence backed with practical experience and strong organisational abilities.
- ⇒ Expertise in organizing and prioritizing the work with sound ability to develop strategies.
- ⇒ Target & achievement oriented with an ability to take up challenges & perform in changing work environments.
- ⇒ Motivate and provide effective guidance to a team of professional and support staff.

### COMPETENCIES

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Customer management ■ Process & service operations ■ Team management ■ Service delivery management ■ People management ■ Analytical & problem solving ■ Process orientation ■ Communications skill

### CAREER PATH

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#### INVISION Communications & Research pvt.ltd.

Feb 2023 – Till Now

#### Field Manager

Manage a team in field for field survey in offices, shop, in city, town, villages.  
Presenting results to clients and communicating with them throughout the survey process.  
Coordinate with other department within an organization such as marketing or human resources to help ensure that surveys meet their needs.

Preparing reports on survey finding by compiling data in a readable format for presentation to clients or director.

#### HINDUJA GLOBAL SOLUTION LTD – FISERVE

Feb 2021 – Dec 2023

#### ICICI & IDFC POS MACHINE SUPOORT ( Senior Service Coordiantior )

Taken care of North India FOR ICIC & IDFC POS MACHINE Support

Manage Delhi NCR & Rajasthan Team 45 (40 engineers + 5 office staff) Area calls allocation, calls closer, escalation, Mailing, engineer productivity, Attendance, Maintain TAT  
Work on MS Word & Excel (VLOOKUP, pivot table etc)

## Smart Infosystems

Jan 2008 – Jan 2021

### Smart infosystems for ICICI merchant service & dell operation.

ICICI Bank, India's largest private sector bank, and First Data, a global leader in electronic commerce and payment **services**, have formed a **merchant** acquiring alliance named **ICICI Merchant Services** which has acquired **ICICI Bank's merchant** acquiring portfolio

## UTG Computer Pvt. Ltd

feb 2003 – Dec 2007

### Service Manager

⇒ UTG computer Shoppe for HCL Support Service for Desktop, Toshiba Laptop, Network Switches & printers. UTG provides hardware, services and ICT systems integration with a wide spectrum of products that include Computing, Storage, Networking, Security, Telecom and Retail.

## Aditi Computers Pvt. Ltd

Aug 2001 – Dec 2003

### Sales Support Executive

⇒ Aditi computer Shoppe deals with Zenith & Vinton Services for desktop, Laptop, Network, Switches & printers.

## KEY PERFORMANCE AREAS

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### Operations Management

- ⇒ Monitor service delivery by coordinating with the team.
- ⇒ Conduct briefings and de-briefings for setting up daily target.
- ⇒ Streamline processes to ensure smooth functioning of daily operations.
- ⇒ Manageservice level agreements (SLA) and turnaround time of the processes.
- ⇒ Report quality scores, analysed defects and the turnaround time taken to improve processes.
- ⇒ Ensure implementation of well documented processes.
- ⇒ Responsible for generating service reports, customer complaints response rate.
- ⇒ Maintaining effective communication between the technical staff and the managerial staff.
- ⇒ Prepare weekly, monthly and quarterly report, periodic review for all open issues and follow up case.

### Customer Relationship Management

- ⇒ Deal with customers to determine requirements and resolve incidents.
- ⇒ Meet contracted service levels and ensured customer satisfaction within service delivery.
- ⇒ Ensure customer satisfaction by interacting with clients and handling customer quality issues.
- ⇒ Fulfil the customer requirements as per set standards & compliance.

### Vendor Administration

- ⇒ Audit suppliers and work with suppliers on improvement programs.
- ⇒ Ensure smooth operations & maintained decorum and discipline as per policies & procedures.
- ⇒ Track on a periodic basis the staff daily control functional checklist.
- ⇒ Ensure regular mail communication to vendor.

### Manpower Management

- ⇒ Manage a team size of 45including 40 Engineers and 5 office Staff.
- ⇒ Involve in monitoring performance of team members to ensure efficiency in day to day operations.
- ⇒ Identify training needs and arranged for the floor and off- floor team training as per the requirement.

## **EDUCATION**

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<b>Qualification</b>	<b>Institute/Board</b>	<b>Year</b>
Diploma - Hardware & Networking	Jet King	2000
B Com	CCS University, Meerut	2001
Intermediate – Commerce	UP Board	1998

## **PERSONAL DETAILS**

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- ⇒ Date of Birth: 13th March 1980.
- ⇒ Languages Known: English and Hindi.

## **REFERENCES**

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- ⇒ Available on request.