

Sajal Dosar

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Career Objective:

“Wants to be an individual holding key position in an organization so that; I could utilize my analytical skills and knowledge for the betterment of the organization.”

Academic Qualifications:

- M.B.A. Institute of Engineering & Technology, Lucknow 75%
 - **Specialization –**
 - **Marketing**
 - **Information Technology**
- B.Tech Pranveer Singh Institute of Technology, Kanpur 71%
 - **Specialization –**
 - **Electrical & Electronics**
- 12TH U.P. Board 75%
- 10TH U.P. Board 72%

Professional Experience:

- Working as a **Senior Analyst** at **HCL Technologies** from January 2022
- Worked as an **Operations Manager** at **Finesse Information Systems Private Limited** from January 2018 to December 2021
- Worked at **S-Zone Enterprises LLP** as an **Operations Manager** from August 2017 to December 2017
- Worked as a **Project Coordinator** at **Fourth Dimension Solutions Limited** from January 2015 to August 2017

Current Job Responsibilities:

- Working as a call resource in Service Desk in a Healthcare project named Tenet Health Services.
- Worked as a chat/call resource in Service Desk and currently working as a Queue Manager (America Region) with additional responsibility of VIP Executive Service Desk in Project Cummins.
- Discovered root causes of problems and identified appropriate solutions
- Recommended process improvements to continually identify, evaluate and fix constraints and challenges.
- Performed quality assurance to meet appropriate standards and facilitate improvement of processes.

- Analyzed unstructured information to derive key insights
- Optimized core processes to improve business performance and operational agility.
- Investigated system issues and implemented resolutions to reduce downtime.
- Researched and adopted new technologies to add value to existing offerings.
- Queried databases for information needed for report processing.
- Enhanced interfaces to promote better functionality for users.
- Identified clear connections between policies and business results to eliminate or reduce confusion and help employees achieve goals.
- Cultivated relationships with industry leaders and within the company to share tips and information
- Monitored compliance and filing requirements in conjunction with staff and management.
- Conducted workplace compliance training to reduce liability risks and operate effectively.
- Conducted system analysis and implementation to maintain and improve computer systems
- Assessed data modeling and statistics to integrate high-level business processes with data rules.
- Installed system updates to address vulnerabilities and reduce security issues.

Previous Job Responsibilities-

- Providing Technical Support for IP based CCTV Cameras PAN UP
- Technical Handling of Unmanaged PoE switches (Netgear, SMC & D-Link)
- Support for Bosch Network Video Recorders
- Coordinating & managing Warranty Services, AMC Services & Support
- Desktop Technical Support
- Project Co-ordination
- Operations Management
- Customer Support
- Other Technical Coordination and Management in UP for the Organization
- Managing a Team of Experienced Professionals to Look after PAN UP Projects

Achievements:

- Runner-up of G.K quiz (School level)
- Captained cricket team at school level.
- Scholarship holder in college.
- Awarded certificate for having 100% attendance in college.
- Awarded certificate for excellent project work at B.H.E.L. Jhansi.
- Successfully participated in TECHNAIRE held at P.S.I.T.
- Successfully participated in INNOVISION held at P.S.I.T.

Professional Projects Undertaken:

- Tenet Health Services
- Cummins
- AIG (Assistant Inspector General)
- DSO (District Supply Office)
- NTPC (National Thermal Power Corporation)
- DoP (Department of Post Offices)
- Handloom Phase – I
- Handloom Phase - II
- UP Police CCTV Project Phase – I
- UP Police CCTV Project Phase – II
- UP Police CCTV Project Phase - III
- UP Commercial Tax Department
- UP Police Fire Services Phase – I
- UP Police Fire Services Phase - II
- e-District
- Various banks projects (Vijaya, IDBI, Allahabad, KGSGB & Uco)

Certifications:

- ‘C & Advance C’ from CETPA.
- ITIL 4 Foundation

Special Skills:

- Good communication and persuading skills.
- Trained to work in different environment efficiently.
- Aggressive attitude towards work (24*7)
- Positive attitude, hardworking, committed to work, punctual.

Hobbies:

- Playing Cricket
- Singing
- Watching Sitcoms

Personal Details:

<i>Father's Name</i>	Mr. Gopal Krishna Gupta
<i>Date of Birth</i>	07 th January
<i>Sex</i>	Male
<i>Nationality</i>	Indian
<i>Marital Status</i>	Single
<i>Permanent Address</i>	2/159 Nawabganj, Kanpur

Declaration:

"I hereby declare that the above-mentioned information is true and correct up to my knowledge and belief and I bear the responsibility for the correctness of the above-mentioned particulars."

Date:

Place: Lucknow

(Sajal Dosar)