**ASHISH D. BAGARE**

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**Career Objective:**

* To work as managerial positions with retail Inc., ability to manage store operations, customer service, problem solving and analytical skills to providing effective support and assistance to the store manager, confident, motivated and team player to develop personally and professionally and achieve goals.

**Academic qualifications:**

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* Bcom graduation for Shobhit University in 2013-2014.
* SSC and HSC from MSBSHSE in1999-2000 and 2001-2002..

**Professional courses:**

* Diploma in MS computer applications from Parle Vidya Mandir Computer Education trust.
* Diploma courses into PC + Network engineer from technical Institution.

**Personal Attributes:**

* Positive attitude, Decision making, Problem solving, Strong organizational and leadership skills.
* Self-motivated, Operates independently with less supervision, quick learner, initiator and flexible attitude.
* Phone ethics, excellent written, verbal and inter-personal communication, coordination and convincing skills.
* Team management, ability to mentor and supervise team, quick solutions and customers service management.

**Work Experiences:**

* **Samsung India Electronics Pvt Ltd.,** at authorized retailer as, **“Premium Product Consultant”. (Jan 2022 – till date)**

**Job Responsibilities:**

* Responsible for overall store management and inventory management at retail store level.
* Greeting walk-in customers and analyze their needs and required products at the stores.
* Asking customers what they are looking for and show them at least three to four models available.
* Build rapport through conversation and honest recommendations as to create need and requirement.
* Responsible for sales and arrange for delivery or pick-up of the customer’s order within time frame.
* Upsell and cross sell items when appropriate, such as premium audio video and home appliances.
* Inform customers on festive special offers, discounts and cashbacks from Pvt finance, banks and brand.
* Responsible forl after sales demo/ installation registration and after sales service issues in warranty.
* **Maple Digital Technologies Pvt. Ltd**, an Authorised Reseller as, **“Assistant Store Manager”. (July 2018 – Aug 2021)**

**Job Responsibilities:**

* Responsible for store sales and service center management daily basis.
* Assisted the Store Manager in the daily operations and general administration at store level.
* Planned and prepared work schedules to meet the needs of the store and assign employees to duties..
* Trained employees to perform duties and maintain high standards by focus on customer service..
* Increased the customers experience score by holding team meetings and arrange training sessions for team.
* Handling customer escalations and ensuring timely resolution of after sales customer queries
* Prepared operational statements, inventory of merchandise and helped decrease store shrinkage.
* Oversaw store cleanliness and safety and opened and closed the store.
* Responsible for the timely resolution of all service issues.
* Store supervision and administration management.
* Retail and service staff roster management.

* **Harry Travels,** as "**Manager Sales Operations". (Aug 2012 - May 2018)**

* **Job Responsibilities:**
* Overseeing Retail Sales and Operations and Preparing and selling customized holiday packages at the branch.
* Coordinating partners for Travel arrangements i.e., Hotel bookings, Car rentals, Travel Insurance, Forex card, etc.
* Builds and strengthens relationships with existing and new customers, regular follow ups for future businesses.
* Responsible for Planning, Routing, Costing & processing bookings for outbound/Domestic travel.
* Lead a result oriented team of travel agents in delivering travel agency operational services.
* To prepare weekly shift rosters for Sales & Ops staff as per the business working hours.
* Complete outlet administration and ensure compliance with policies and procedures.
* To handle staff and guest’s complaints, grievances and ensure they are solved.
* **Omnitech InfoSolutions. Ltd** as "**Remote Support Engineer L1"**. **(July 2010 - July 2012)**
* **Job Responsibilities:**
* Providing level1 support to investigate, diagnose and solve both hardware and application issues of internal users.
* Configuration and performance of desktops, laptops, thin clients and multifunction and local printer’s issues.
* Provide users with advice and guidance on the phone and Desk side by remote via, **PCAnywhere / Team viewer**.
* Knowledge of **VPN** and peripheral devices to **Biometric** systems and other network parts i.e. Ethernet cabling.
* Coordinate cases with UK global IT team/ service desk/ ISP and vendors to resolve the repeated issues.
* Daily activities involve systems/ network link monitoring, system logs, NT backup management on tapes.
* Patch management and updates regularly, updating **Symantec** antivirus and desktop management tool, **Altiris**.
* Follow-up with service desk on status for pending issues, incidents and chase 3rd parties from call to closure.
* Basic administration of user a/c on Active Directory, DHCP, DNS and networking concepts on remote systems.
* Documentation of all sites technical incidents, troubleshooting procedures for resolved issues daily basis.
* Preparing report on IT service calls sheet for pending or closed incidents to global support team.
* Capture, log and update incidents via a call management system according to SLAs.
* Knowledge of ITIL and experience of working within an ITIL environment.
* **Stream Global Services Pvt. Ltd**. as "**Technical Support Professional"** for **HP process. (Dec 2009 - June 2010)**
* **Job Responsibilities:**

* Act as a SPOC to technical issues on daily basis for US customers relate with HP systems and other peripherals.
* Diagnose, installing and troubleshooting IT hardware and MS software with fix bugs and update patches
* Troubleshooting the LAN connectivity issues and escalates the same to respective ISP on conference calls.
* Escalate critical issues when appropriate, providing issue details and feedback to concern teams.
* Giving proper guidance to the customer's for optimizing the desktop's speed and functionality.
* Resolving issues related with the anti-virus, spywares and malwares on the desktops remotely.
* **Trimax IT Infrastructures & Services Ltd**. as "**Sr. FMS Engineer"** for **IGS Pvt. Ltd**. (Serco). **(Sept 2007 - Dec 2009)**
* **Job Responsibilities:**

* Primarily solving system and application issues reported to helpdesk in AHT and company SLA.
* Diagnostic and troubleshoot of branded systems i.e. **IBM**, **HP-COMPAQ**, **Dell**, and HP thin client.
* Handling Desktop, laptops system and application issues and other Network issues as requested.
* Remote hardware troubleshooting, taking back up of client important data on compact discs/DVD.
* Management of Antivirus and malware with **MacAfee EPO** and **WSUS** updates from server update services.
* Troubleshooting issues with **Avaya IP phone/ CMS Avaya WFM** and **NICE** call quality analyst tools.
* Actively escalating major issues with connectivity to the concern network team on client site.
* Provide onsite support; troubleshoot for **VC** devices as, Polycom/ Cisco issues faced by the customers.

**Personal Details:**

* Date of Birth: - 14th May 1982,
* Nationality: - Indian,
* Passport No: - M0671897,
* Passport validity: - 08/ 2024,
* Notice period: - 30 days negotiable..

Date:

Place: ASHISH D. BAGARE