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**PROFILE**

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- **More than 6 years of Technology experience in the following areas:**
  - SLA Management
  - Technical Support
  - IT Asset Inventory
  - Incident\Project\Task\Fulfilment Management
  - Budgeting
  - Knowledge & Vendor Management
- **Area of Interest:** IT Infrastructure, Operations Planning & Management, Service Delivery, Research on Performance and Consumer Satisfaction, Project Management.
- **Strength:** Ability to work as an effective team member highly flexible and adaptable. Highly competitive, committed and supportive.

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**PROFESSIONAL EXPERIENCE SUMMARY**

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**Knovos Limited – 17<sup>th</sup> Dec 2018 – Till date) Ahmedabad.**

**Project Coordinator**

- **Working on Ediscovery Concept.**
- **Coordinating with Client and providing the result based on ediscovery model.**
- **Providing instruction to engineers based on the requirement received from client.**
- **Creating searches**
- **Providing training to client on eZReview platform which works on concept of ediscovery**

**Microland Limited – (20<sup>th</sup> Sep, 2012 – 11<sup>th</sup> Dec 2018), Mumbai total 6.3 years**

**Team Leader / Operation manager ( Jan, 2015 – Dec 2018)**

Account – Kotak Life Insurance

- Supervise and manage IT Support team
- Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation and disciplinary actions
- Promote a focus on customer service excellence; ensure client requests are serviced promptly and courteously
- Facilitate a positive customer experience; oversee provision of end-user services, including help desk and technical support services
- Verify existing business tools and processes remain optimally functional and value-added
- Analyse, report on and make recommendations for the improvement and growth of the IT infrastructure and IT systems
- Develop and maintain a corporate SLA structure
- Establish and maintain regular written and in-person communications with the Client
- Responsible for Level-2 Escalations pertaining to Networks, End User Devices, Applications at the KLI.
- Managing Team Size of 25+ engineers (Desktop, Asset, Remote support, Service desk and Mobility helpdesk Operations) for HO and PAN India.
- Ensuring that service delivery takes place based on the Service level agreements.

- Keeping track of critical or major incidents and sharing RCA with customers.
- Ensuring Prompt communication to all users in case of any Major failure or breakdown.
- To execute & implement IT Projects at KLI and ensure its timely closure.
- Handling Weekly Ops Review meeting with client.
- To ensure that service norms committed to the customer are met.
- Ensure all the customer complaints/issues are identified, to prepare Action plan for all complaints received and drive till closure along with PM.
- Review performance with the customer periodically during on-going phase. Ensuring smooth operations for all systems across the IT teams.
- Conduct weekly review meeting with Vendor on Breakdown Calls, ensuring prompt closure of pending issues at sites.
- To ensure implementation of processes for all services covered in the SOW, ensure 100% SOW compliance & timely escalate non-compliance to Program management.
- Ensuring all IT transactions and process must be in line with ISO 20K Standards.
- Conduct weekly review meeting with team and identify gaps to take corrective action.
- Maintain SLA doc for all the activities performed by the team, collect performance data, analyze and publish.
- To implement the CAPA for improved CSAT score
- Manage Asset life-cycle, starting from purchase of new assets to disposal of old assets.
- Reconcile asset inventory on quarterly basis.
- Provide assets and accessories stock report on monthly basis.
- Manage & update asset status in the online asset portal on daily basis.

#### **Projects Initiated and Implemented:**

##### **Smart Center – Ticketing Tool**

Demo of the tool presented to customer

Raising change request and attending CAB meeting

Performed UAT of the tool

Highlighted the bugs and got the same fixed

Application roll out

Conducted training for engineers and users

Weekly meeting with the technical team to highlight issue/ hurdles post migration

##### **C-SAT:**

Introduced C-Sat in Kotak Life Insurance

##### **Vendor Management:**

Identified gaps in the vendor management process

Identified new vendors and got them registered

##### **PAV Activity:**

Completed Physical asset verification activity for Kotak Life insurance limited twice in 4 years and completed successfully with more than 95% accuracy

#### **Worked in IT Source for Wipro Infotech for client Kotak Mahindra Old mutual life Insurance ltd (Exp 1 year)**

##### **Roles and responsibilities:**

- Handling calls, mails and ticket assignment at first level.
- Preparing daily and monthly reports

- Coordinating with tech team for customer issue & providing end to end support.
- Providing first level support on desktop peripheral and office automation product.
- Identifying and escalating higher severity, priority issues. Updating pending ticket on timely basis and updating user precisely.
- Identifying and solving any problems that affect computer operating system

## EDUCATION

| Course   | Institution   | Board/University                                  | % Marks |
|--|---|---|---------|
| <b>B.E (I.T.)<br/>(2009)</b>                   | Atharva College Of Engineering<br>Malad (West), Mumbai, India.          | Mumbai University                                 | 63.38   |
| <b>Diploma in<br/>Computer Engg<br/>(2006)</b> | Sardar Vallabhbhai Patel Polytechnic ,<br>Borivali (West)Mumbai, India. | Maharashtra State Board of<br>Technical Education | 71.52   |
| <b>SSC<br/>(2003)</b>                          | St. Francis D'Assissi High School,<br>Borivali (West), Mumbai, India.   | Maharashtra Board                                 | 56.81   |

## TECHNICAL SUMMARY

- **Operating Systems:** DOS, Win 3.11, Win 95 / 98 /XP, , Windows 2k, 2003, 2007, 2008, 2010
- **Email Systems:** Microsoft Exchange, Lotus Notes.
- **Hardware:** IBM / Compaq / HP / Dell / Lenovo

## Extra-Curricular activities

1. Been a best sport person in diploma final year.
2. Member of college cricket team in 2003,04,05,06,07,08,09.

## Area of Interest

- 1 Team leader
- 2 IT operation management.
- 3 Short term Project handling

## Personal Detail

Name : Dharm Ramesh Patel.  
 Date of Birth : 01st August 1987.  
 Gender : Male.  
 Marital Status : Single.  
 Nationality : Indian.  
 Languages Known : English, Hindi, Marathi, Gujarati.