Name : Thasma Mandanna

Nationality : Indian

Date of Birth : 23/08/1993

Phone No : +971-589965460

Visa : Husband Visa

**Objective**

Aspiring for a challenging career where I can utilize my technical expertise and intelligence for benefit of the organization and further to increase my knowledge, thoroughly directing my efforts to be a strong Human Resource to the Company and aim towards overall value addition to my team.

**Professional experience**

**Currently working as a Administrative Executive/Operations Coordinator at Knowledge Plant group Since Dec 2017**

* Coordinating the academic Activities across 13 Branches all over UAE.
* Following up with the clients through email communications and calling for sales purpose.
* Monitoring the Emails and calls of the company.
* Filing, typing, copying and scanning documents.
* Ensuring stocks availability and inventory accurateness and arranging office stationary and supplies.
* Preparing the minutes of meeting during a meeting and submitting it to the manager.
* Planning Travels and meetings in the company and maintaining calendars.
* Greeting the visitors and assisting them with the required information.
* To deal with the overall office operations including processing of important documents.
* To execute the special tasks from the Management and assisting office manager and HR department.
* Single point of contact for all the students either through face to face or virtual service.
* Conducting counselling sessions for students who are in need, giving them personal advise
* Assess and advise individual students regarding their support needs, dealing with cases of student harassment or emergencies such as student death
* Organizing Various events like career Fairs, fests, Olympiad exams and also participating for the same in other schools.
* Taking care about the student transfer, finance, scholarships, TSS, etc.
* Coordinating with the transport department in order to make sure that students are picked for all the classes and also taking care in situations where extra classes are arranged.
* Holding Monthly Meeting with teachers in order to prepare the lesson plans and also cover up where the portions are lagging.
* Collecting the exam Time table of all the schools and coordinating the lesson plans according to the schedules.
* Counsel the students and parents regarding the behavior, academics, stream selection various entrance exams, colleges etc.
* Analyzing the Performance Reports and Attendance Calling Reports

**Sep 2017 – Dec 2017: URS CERTIFICATION SERVICES LLC Dubai.**

**Designation: Administration executive**

* Make Telephone Calls to the prospects.
* Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
* Identify the clients who have requirement for the inspection of Lifting equipment and accessories like overhead cranes, tower cranes, boom loaders, backhoe loaders etc.
* Sells products by establishing contact and developing relationships with prospects; recommending solutions.
* Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
* Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.
* Prepares monthly reports by collecting, analyzing, and summarizing information.
* Maintains quality service by establishing and enforcing organization standards.
* Preparing quotations by understanding the customer requirements and following up, until the LPO is received.
* Contributes to team effort by accomplishing related results as needed

**Sep 2015 – Sep 2017: ERICSSON INDIA GLOBAL SERVICES PRIVATE LIMITED(BANGALORE)**

**Designation: Customer Support Engineer**

* Oversee optimized automation processes via WFM to ensure correct ticket handling and management
* Record and classify received Incidents and undertake an immediate effort in order to restore a failed IT Service as quickly as possible
* Assign unresolved Incidents to appropriate Support Group
* Log all Incident/Service Request details, allocating categorization and prioritization codes
* Associate Incidents with other records (i.e. Incidents, Changes, Problems, Knowledge Articles, Known Errors, etc.)
* Provide first-line investigation and diagnosis of all Incidents and Service Requests
* Verify resolution with users and resolve Incidents in BMC tool
* Escalate Major Incidents to the Incident and/or Problem Manager
* Escalate Incidents at risk of breaching Service Level Agreement to the Incident Process Coordinator.
* Driving the efficiency and effectiveness of the incident management process
* Producing management information, including KPIs and reports
* Monitoring the effectiveness of incident management and making recommendations for improvement „
* Driving, developing, managing and maintaining the major incident process and associated procedures „
* Ensuring that all IT teams follow the incident management process for every incident
* Handle in and outbound telephone calls in line with internal SLAs
* Ensure that engineers have a consistent flow of tickets to manage

**TechnicaL Expertise**

* Operating System : Windows
* MS Office : Excel, Word, Powerpoint & Office 365
* BMC REMEDY,IPCM(Ticket management tool), ITSM, Service Checker, WFM ( Work Force management )

**Education**

|  |  |  |
| --- | --- | --- |
| Qualification | Board/University | Year |
| B.E | JSS ACADEMY OF TECHNOCAL EDUCATION BANGALORE | 2015 |
| XII | BELLARY INDEPENDENT PU COLLEGE(KARNATAKA) | 2011 |
| X | TRIUNE HIGH SCHOOL(KARNATAKA) | 2009 |

**Training**

* Completed EXIN Cloud Computing Foundation Certification-2016.
* Attended Training from Science Olympiad Foundation in 2018

**Extra Curricular activities**

* Organized International English Olympiad from Science Olympiad Foundation at Knowledge Planet and have got the certification of Appreciation.
* Organized PULSE 2015 in Ericsson India as core committee member.
* Represented district level in Bharatanatyam junior championship
* Participated in various badminton events.

**Personal Details**

* Father’s Name : C.W. Mandanna
* Date of Birth : 23.08.1993
* Gender : Female
* Marital Status : Married
* Languages Known : English, Hindi, Kannada, Telgu, Coorgi

**Declaration**

I hereby declare that all the particulars given above are true to the best of my knowledge.

Yours sincerely Place: Dubai

(THASMA MANDANNA)