## Shahid Kamal

E-mail: shahidkamal24@gmail.com Phone no: +91 9538029571

**Career objective:**

Aspiring to be part of a team in a dynamic work environment with plenty of challenges in hand ensuring the best of the industry standards are maintained that shall yield the twin benefits of job satisfaction and a steady-paced professional growth.

**Work experience:**

**Hewlett Packard Enterprise As a Sales Operation Associate (August 2019 to Till).**

**Process- Order Management. (Aruba Networks)**

**Responsibilities:**

* Provides high-level support for sales processing activities for multiple business areas or groups for large deal.
* Demonstrates mastery across all sales processing areas, including: pricing and creating quotes, order booking, contract amendment for the most highly-complex deals.
* Registering information and providing documentation.
* Order execution, billing and invoice production.
* Configuration or order systems according to process standards and with limited customization.
* Supervises and performs oversight of all sales processing documentation.
* Responsible for preparing proactive quotes, contracts, configuration, Booking orders, Discount, Registration, order-related customer queries.
* Process and sale order creation based upon the customer PO and resolving the order related queries.
* Handling Reporting and invoice dispute as well.

**Accenture Service Pvt.Ltd. As a Network operation associate (April-2018 to August 2019)**

**Process – Service Management. (Client Verizon)**

**Responsibilities:**

* Raising Tickets for Technical queries and QOS.
* Provide reports to SPM.
* Analyzing& developing key components using methodology prescribed Techniques.
* Monitors ongoing service management to ensure compliance with SLAs and Performance commitments.
* Engages with Network Operations to communicate, and/or escalate on any outage and/or performance issues to Verizon and the customer.
* Monitors resource load and distribution to ensure the quality delivery of services.
* Ensures that all contracted program deliverables are completed.
* Participates in any technical, network, SLA, contract compliance escalation as appropriate. Engage with customer executives and client executives in the prioritization and resolution of escalations, as appropriate.

**Accenture Service Pvt.Ltd. Contractor (August-2016 to March 2018)**

**Process – Order Management (Client Dell EMC)**

**Responsibilities:**

* Responsible for Processing quotes of Dell EMC products.
* Do configuration on various Core products and DPS, Isilon products.
* Pulling the sales order dump through SAP and catalyst for configuration.
* Responsible for analyzing, validating and quoting the customer’s install base information, reviewing of the order booked and then accordingly set up the renewal service contracts in Oracle.

**Catenation I- New Delhi (Dec 2013 to June 2016)**

**Business Development Executive.**

**Responsibilities:**

* Attracts potential customers by answering product and service questions.
* Maintains relationship with clients by providing support, information and guidance;
* Researching and recommending new opportunities.
* organizing sales visits
* Demonstrating and presenting, Prepare reports by collecting analyzing and summarizing information.
* Maintains Quality service by enforcing organization standards**.**

**Skills:**

* **Operating System**: Win 7 and Win 8, Win 10. Linux
* **Tools** : SAP, Oracle 11i, (RQF, Install base, OKS), OBIEE, SFDC, CATALYST, (MS Excel and Power point)
* Knowledge on networking devices (Routers, Switches,Access Point, Storage devices)

**Educational Qualification:**

* B.E in Electronics and communication in 2013 from AVIT- CHENNAI.
* Intermediate in 2008 from IGSI college Ramgarh, Jharkhand
* Matriculation in 2004 from Kodarma High School, Jharkhand.

**Achievements:**

* Was the cricket player for district level-under-17 & under-19.
* Become a valuable player for Accenture in 2018 in terms of best work.

**Personal Details:**

**Name :** MohammedShahid Kamal

**Father’s Name :** Kamal Uddin

**Date of Birth :** 24 March 1989

**Gender :** Male

**Nationality :** Indian

**Languages Known** : English, Hindi, Urdu and Arabic.

**Passport No. :** M7517214

**Declaration:**

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

Place:

Date Signature