

VINEETHKUMAR K S

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KINGDOM OF BAHRAIN
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PERSONAL DETAILS

Date of Birth : November 17, 1979
Nationality : Indian
Driving License : Bahrain
Visa Status : Work Visa

EXECUTIVE SUMMARY

A highly skilled IT professional with over a decade of experience resolving technical issues independently and collaboratively. Proven ability in diverse IT sectors, including team leadership and providing product and service training.

Proven experience in personnel management, warehouse operations, record-keeping, sales tracking, report generation, and client relationship management.

PROFESSIONAL EXPERIENCE

REDX INDUSTRIES -BAHRAIN

JULY 2021 -TILL DATE

(SUPERVISOR)

DISPATCHER: -Dispatcher for Hollow Blocks.

- Generating sales orders
- Collaborate with customers to verify delivery schedules and quantities
- Planning, optimization, and timely delivery
- Submitting daily reports to the management
- Handling client queries and fulfilling to their requests
- Interacting with drivers and staff, in order to ensure smooth operations
- Making schedules for the drivers
- Adhering to organization policies and regulations

• **TRANSPORTER:**

- Checking the movement of Vehicles
- Catering to the needs of office staff and employees
- Document collector: Providing information and personal data for Gate pass ID creation, responsible to get the vehicles passed for BAPCO inspection
- Interacting between Drivers and Management

• **INVENTORY MANAGEMENT:**

- Providing materials to mechanics and other subordinates.
- Keeping stock up to date
- Raising requests for items running out of stock
- Checking deliveries that come in and out of the industry

- **identifying critical items and prioritizing it**

(D)WEIGH BRIDGE:

- Weighing, Internal **and External Vehicles/Loads coming in and out of the organization**
- Submitting daily stock reports to management
- Interacting between Management and the drivers

NITRO SPORTS-BAHRAIN

FEB 2020 - JULY 2021

(A)SALES REPRESENTATIVE:

- Sale of Gym Equipments
- Maintaining Clientele database of prospective customers
- Follow up on Sales/Payments/Deliveries

(B)SHOWROOM INCHARGE:

- Assisting walk-in customers to choose the right equipment as per their need/s
- Tele calling and sales pitching.
- Following up on customers for feedback after sales
- Co-ordinating with the service team pertaining to deliveries and after sales service/maintenance
- Resolving complaints and reassuring customers/retaining good will
- Checking on Stock after sales
- Taking deliveries and warehousing

MAGNA INFOTECH (CLIENT: VODAFONE INDIA) BANGALORE

OCT 2018 -NOV 2019

SENIOR ANALYST:

- Providing resolutions for technical issues pertaining applications like AD, Outlook VPN etc.
- Floor walking and taking supervisor calls.
- Attending to escalations. - Chat support AI
- Consultant (IT Operations) Checking P1-P2, assigned, resolved and application access request
- Routing tickets to respective destinations. Act as mediator with in the resolver team and end users until resolution
- Tools worked with: BMC Remedy 8.1, Outlook, VPN, Active directory, TPS (Technical Provisioning tool) built by HP, Secure ID password reset tool, Windows 10, Mac, SAP CRM, Cloud network

CBT INFOTECH (CLIENT: VODAFONE INDIA) BANGALORE

MAY 2015-MAR 2017

SENIOR ANALYST:

- Providing resolutions for technical issues pertaining to applications like AD, Outlook VPN etc
- Floor walking and taking supervisor calls
- Attending to escalations
- Senior Provisioning Specialist UAM (User access Management)
- Helping users to raise requests with the resolver group as per the SOX compliance
- Resolve concerns related to shared drives, Shared Mailbox, DL's, and Security groups
- Preparing daily reports (Remedy tickets, Cisco calls) related to the agent's performance
- Processed 6000 leavers (Manual ticket creation)
- Resolving queries with the helpdesk and the UAM team Tools worked with

- BMC Remedy 8.1, Outlook, VPN, Active directory, TPS (Technical Provisioning tool) built by HP, Secure ID password reset tool, Windows 10, Mac

MAGNA INFOTECH (CLIENT: GOLDMANN SACHS INDIA) BANGALORE 2008 TO 2015

SENIOR APPLICATION ANALYST

- Providing solutions to users on calls, logging in tickets for issues and drive it from C2G
- Provide feedback and update on the various tasks assigned by the application teams
- Documenting application support updates (Troubleshooting/Solutions)
- Interact with concerned resolver team to resolve the issue
- Assigned to troubleshoot technical issues in MS CRM 2011
- Member of a team that were chosen to support the Elite Users for immediate resolutions Senior Systems Consultant IT
- Creating/Maintenance of, User Profile, Public Folders, Project Shares and VM Ware desktops
- Attend to Exchange 2007/2010 related issues (Creation, Changes)
- Interacting and coordinating with other teams related to user on boarding and attend to any concerns with login and access
- User transfers within and outside the domain/Region. Sensitive and non-sensitive
- Application Provisioning (Granting access meeting, all pre-defined protocols)
- Assisting Helpdesk when large call volumes Tools worked with: Active Directory, VPN, MS CRM, Outlook Exchange, Secure ID, Lap desk applications, VMWare, AD Toolbox

UNISYS, BANGALORE INDIA

2006 - 2007

TECHNICAL SUPPORT I

- Handling Client related technical calls and involving related team to get the resolution
- Worked with Windows 2003 servers, Lotus Notes

Tools worked with: Lotus Notes, BMC Remedy

24/7, BANGALORE INDIA

2003 - 2004

E-RELATIONSHIP OFFICER

- Sales calls for AT&T clients

QUALITY ANALYST

- Verifying after sales calls and Processing
- Providing Feedback to the agents to improve Quality and sales
- Providing Feedback on agents' performance to the Management

QUALIFICATION

Bachelor of Commerce - Vinayaka Mission Sikkim University, Sikkim

Pre-University: SJRC College, Bangalore

Secondary School: Swami Shivananda Educational Society, Bangalore

KEY STRENGTHS

- Goal oriented
- Excellent oral and written communication skills

- Ability to work under pressure
- Problem solving
- Team player
- Leadership qualities

LANGUAGES KNOWN:

English, Hindi, Malayalam Tamil and Kannada

