

Suraj Thote

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To work in a team which foster spirit of learning, which will enhance my career and provide me Growth opportunities

Summary

- ❖ **Total Experience of over 5+years of which 4 years in IT.** Currently working as Senior Technical Engineer for Volkswagen Client under Capgemini.
- ❖ Motivated with strong work ethics, continuously striving for improvement coupled with excellent administrative aptitude and the commitment to offer quality work.
- ❖ Possess good communication skills
- ❖ An active team player, always approachable and compassionate.

Professional Work Experience :

- ❖ Working with Capgemini Pvt Ltd from 5th January 2017 till date.

Position Held: Senior Technical Engineer and SME of ODIS & MirrorServer Applications for Volkswagen & Audi

Job Profile:

- Configuring new dealer setup and assisting with IT related Infra
- Getting server setup between Dealer and Volkswagen & Audi network
- Assisting in vehicle diagnostics only from IT perspective
- Updating the Vehicle Software through Phone/Email Support
- Imports/Exports for Diagnostics tool for dealers through Volkswagen & Audi
- Coordinating with Vendor for support on L3/L4 support

- ❖ Worked with **Tata Consultancy Services** from 16th July 2013 till 31st December 2016.

Position held: Senior Process Associate as L1 & L2 helpdesk engineer for client Volkswagen office.

Job Profile:

- Providing L1 support on tickets raised by dealers with respect to various applications used by them such as DMS (Dealer Management System), ODIS, Mirror Server, HOAS Applications (House Of After Sales), Autobiz, Qlikview.
- Working on emails received from users/dealers with regards to IT related issues by creating tickets and assigning them to the respective teams.
- Raising tickets for issues/concerns related to incidents and service request in servicenow ticketing tool, getting them resolved in scope or else assigning to the concerned team for resolution.
- Following up on those tickets and getting them updated which are assigned to the backend team for resolution.

- Conferencing the users/dealers with the backend team on tickets assigned to them for faster resolution.

- Receiving calls from users/dealers and providing updates with regards to the tickets raised for their issues.

- ❖ Worked with **Serco Global Services** from Nov'11 to Jun'13.

Position held: Sales Executive Officer for **Barclays Bank**.

Job Profile:

- Serviced Customer with their bank accounts.

- Responsibility to pitch the customer for additional bank products.

- Upselling sales for Insurance, Loans and Credit Cards.

- ❖ Worked with **3 Global Services Ltd** from Mar' 11 till Nov' 11.

Position held: Customer Service Executive for client **Vodafone Australia**

Job Profile:

- Serviced customer for their Vodafone Mobile Broadband Accounts in Australia.

- Helped troubleshooting the problems of connectivity.

- Recharged the accounts for customer, when had a request.

- Helped customer raising a dispute if the problem still persisted with their accounts.

Academic Credentials:

- Completed S.S.C from Mumbai University and secured 74%

- Completed H.S.C from Mumbai University and secured 54% under Science faculty.

- Currently persuing B.C.A as correspondence.

Personal Information :

- DOB : 29th July, 1992

- Marital Status : Single

- Gender : Male

- Nationality : Indian

- Address : C/31 Mira Paradise Bldg, Geetanagar Phase 2. Near Balaji Temple. Mira Road East.