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| **Sanjeev Kumar****Phone:** +91.9555153163,7018748412**Email:** sanjeevkumarpatiyal@gmail.com |  |

**EDUCATION**

**MCA (Master of Computer Applications)**

Hitkarini College of Engineering & Technology Completed, June 2014

RGPV University 82%

Jabalpur, Madhya Pradesh Division I

**BCA (Bachelor of Computer Applications)**

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| Balaji College of Computer and ManagementMMYVV UniversityJabalpur, Madhya Pradesh | Completed, June 2011 68%Division I |

**12TH, Science**

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| SDCR Sr. Sec. School DhangotaHP BoardHamirpur, Himachal Pradesh | Completed, March 2008  |

**WORK EXPERIENCE**

June 2014 - July 2016

**Customer Service Representative**

Agilent Technology Inc

Gurgaon(Manesar), Haryana

* Responsible for scheduling next service maintenance dates for Agilent equipment. Also, facilitating our scheduling coordinators to plan the next field service engineer on customer’s site.
* Database maintenance and call logging for scheduled services on SAP-CRM
* Technical Support to field engineers all over the globe regarding the installation, Parts ordering, changing status of parts according to SAP-ECC.

**Regions**: - **EMEA** (Europe, the Middle East and Africa), Americas, Canada.

August 2016 - Current

**Customer Service Specialist**

Keysight Technology Inc

Gurgaon(Manesar), Haryana

* Responsible for providing Quotes for all the products and parts related to EMG (Electronic and measurement Group) for Keysight customers in Siebel and in Salesforce application within the stipulated time
* Responsible for process orders in Salesforce
* Responsible for interfacing with customers, logistics, manufacturing and sales or service representatives to handle a variety of pre-sales or post-sales service functions.
* Take care of information regarding Purchase order, Pricing Quote, shipping information in Oracle.
* Manage the customer's backlog in Oracle.
* Resolve production scheduling and invoicing problems.
* Provide assistance to Keysight trade customer and internal customers in areas such as product/service order fulfillment processes, customer service requests such as end-to-end order status management, repair /calibration requests, product changes or returns.
* Responsible to handle all the Queries from Quote to cash cycle of an order.
* Hands on Experience in various technologies like SAP-CRM, SAP-ECC, Siebel, Salesforce, Oracle-BMS

 **Regions**: -Americas, LAR (Latin American Region), Canada.

**SKILLS**

* Team oriented and results driven
* Ability to learn and support new applications and systems.
* Zeal to learn emerging Technologies.
* Quick learner and ability to work under pressure.

**INTERESTS**

* Playing cricket and volleyball
* Dancing
* Watching movies and listening to music

**PERSONAL DETAILS**

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| Father’s Name:Birthday:Gender: | Mr. Shakti ChandJanuary 11, 1990Male | Marital Status:Nationality: | MarriedIndian |

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| **Address:****Permanent: -Address** | Patiyal House, Gali no 2, Major Bhom Singh Enclave, Bhondsi,122102Vill Mathol PO: -Bal Bihal, Teh- Barsar, Distt-Hamirpur, Himachal PradeshHamirpur - 176040Himachal Pradesh |

**Declaration**

I, Sanjeev Kumar, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Sanjeev Kumar Gurgaon, Haryana