MALVIKA DUDEJA
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Objective:

To explore my abilities and to build an expertise in the same by working for a leading corporate that offers a creative learning opportunity.

Work experience:

WIPRO AUSTRALIA, Sydney — 18th April 2016 – till date

Service Desk Co-coordinator

Working as a contractor for Wipro Australia for its client Broad spectrum Services. Job Responsibilities includes daily meetings with customer to discuss the challenges and publish the status updates for the long pending cases. Working as a Single Point of Escalation for Service Desk and helping team in driving them to closure.

Key Responsibilities:

- Communicate and collaborate with external and internal customers and to analyze information needs and functional requirements.
- Managing Escalations and keep the users happy by providing resolution on long pending cases.
- Single Point of Onsite/Escalations Contact for Service Desk
- Troubleshoot Service Desk L1 technical issues
- Schedule Daily/Weekly meetings with customer and internal Wipro towers to discuss the long pending cases
- Schedule Feedbacks with the users to measure the Customer Satisfaction on the closed cases
- Update documentation for the Service Desk team members

WIPRO TECHNOLOGIES LTD, PUNE (INDIA) — 27th June 2011 – 10th Dec 2011

SENIOR ANALYST

Job Profile & Responsibilities

Worked as Senior Analyst and used to handle End User Communication for various applications like Outlook, Browser and OS related issues like blue screen errors, internet troubleshooting, Nokia provided software's, Remote desktop, handling ITSM tool, worked on Active Directory and VPN and browser related issues, printer issues.

Responsibilities encompass communicating with clients, understanding their needs, problems areas, expectations and delivering them their customized solutions. Also became a part of management by handling team trainings, team building initiatives, team mentoring, and reporting, auditing, documentation.

Key Responsibilities:

- Communicate and collaborate with external and internal customers and to analyze information needs and functional requirements.
- Successfully engage in multiple initiatives simultaneously.
- Mentor and assist the team with different issues.

HCL TECHNOLOGIES LTD, NOIDA (INDIA) **28th May 2009 – 10th Dec 2010**
SENIOR ANALYST

Job Profile & Responsibilities

Worked as Senior Analyst and used to handle End User Communication for various applications like Outlook, Browser and OS related issues like blue screen errors, internet troubleshooting, Nokia provided software's, Remote desktop, handling ITSM tool, worked on Active Directory and VPN and browser related issues.

Responsibilities encompass communicating with clients, understanding their needs, problems areas, expectations and delivering them their customized solutions. Also became a part of management by handling team trainings, team building initiatives, team mentoring, reporting, auditing, and documentation.

Wipro BPO, New Delhi (INDIA) **25thJune 2007 – 4thFeb 2009**
Senior Technical Associate

Worked with **Wipro BPO, New Delhi** for its AOL Process. AOL is the largest telecom service provider in U.K. and U.S. rated as number one in terms of customer satisfaction claiming highest market share.

Roles & responsibilities: Worked as a Senior Technical Associate for its broadband services, concerned with broadband related troubleshooting & queries. Hands on Experience on configuring wireless routers and have a good knowledge about configuration of modems and VOIP and provided online support for Outlook and Internet Related Issues. Worked as a Floor Walker for Low Performing Team.

Extra Tasks performed:

- Coached fellow colleagues on the floor for new process updates in HCL.
- Managed the shifts in absence of TL
- Worked with TL for improving of score cards for the team in HCL

Professional Skills:

- Basic knowledge of ITIL
- Basic Knowledge of Active Directory
- MS-Office, Excel
- ***Operating Systems*: -Windows** XP/Vista, Windows 7.

Educational Qualifications:

B.Tech in Electronics and Communication 2003-2007
(Green Hills Engineering College, Solan) Percentage: 73.2%

Achievements:

- Successfully Completed ITIL foundation V3 (foundation) training in HCL Technologies , Ltd, Noida
- Working as a dedicated floor walker in HCL.
- Participated in various cultural activities in College and School Level.

Strengths:

- **Inquisitive and Innovative aptitude.**
- **Confident.**
- **Comfortable in learning new Skills and Languages.**
- **Good interacting skills and public relations**

Work Preferences

- **Desired Job Type: Full Time/ Contract**
- **Residency / Visa: Permanent Resident of Australia**

Personal Information

- **Visa status:** Skilled Independent visa (subclass 189), Permanent Resident
- **D.O.B :** 1st March, 1986
- **Nationality:** Indian
- **Languages:** English ,Hindi

References

- **Available on Request**