**DILIP SINGH KHICHI**

**Permanent Address**: Shiv Apartment, Flat no. 103, Shiv Road, Birla Gate, Ulhasnagar – 421001

**Correspondence Address**: Vijay Row House, Near Bhagwati School, Bhargav Road, Kubernagar, Ahmedabad - 382340

**Mobile**: +91 9323929893/9552901919
**Email**: dilipsk221185@gmail.com
**Date** **of** **Birth**: 22nd November, 1985

**OBJECTIVE**

Motivated team player eager to contribute dynamic customer service, administrative, supervisory, team building, and organizational skills towards supporting the objectives of an organization that rewards reliability, dedication, and solid work ethics with opportunities for professional growth.

**AREAS OF EXPERTISE**

|  |  |
| --- | --- |
| * Client Interaction
* Process Improvement
 | * Team & People Management
* Customer Service Management
 |

**COMPUTER PROFICIENCY**

* Basic knowledge in Computer Operating MS-Word, Excel, Powel Point, Versatile in Windows XP
* Good control over MS Office / Outlook 365

**CAREER HISTORY**

**NCR Corporation India Pvt. Ltd**

FCIM (INDIA) - Service Coordinator
August 2014 – Till Date

**Duties**

* Assigning SLM calls to concern CE’s & tracking the same till closure.
* Handling inventory management, ordering, sourcing, and arranging the parts.
* Interacting with different customers over call, providing updates over customer’s requirement related to ATM machine / Scanner machine / UPS.
* Deals with internal and external customers at all levels via telephone and email, to ensure successful communication via actively listening and probing questions.
* Follow up via email / phone with territory engineers & field higher levels to get the ATM operational at the earliest.
* Sharing quotation for the faulty parts to the concern team.
* Dealing with Logistics for all the required part & NCR regarding up gradation as well as Repair of ATM machines for various banks
* Cascading any new updates to the Team on timely basis
* Coordinating with CE’s to get resolution on all the Network, Hardware as well as Software problems of ATM’s.
* Coordinating with different departments. (Bank/Cash/Network/EJ/Switch/Call center)
* Generating reports of down calls etc. & sharing the same with seniors/team.

**DIEBOLD SYSTEMS PVT. LTD.**

EMS Executive – Incident Management
May 2009 – August 2014

**Duties**

* Monitoring ATM’s of different banks like HFDC, SBI, UBI etc.
* Assigning a call for down ATM’s with appropriate vendors & follow ups for the same.
* Assigning a call for down ATM’s with appropriate SLM & follow ups for the same.
* Checking the transaction details using ESQ Software & make MIS report.
* Coordinating with different departments. (Bank / Cash / Network / Call center)
* Daily Interaction with the management over daily task & status of work
* Providing feedback & coaching to juniors over performance
* Assisting new joiners with work knowledge and training
* Keeping a track of work by maintaining a log file
* Cascading any new updates to the Team on timely basis

**PROFESSIONAL ABILITIES**

* Encouraging, identifying and developing best practice strategy
* Ability to plan organizes and manages multiple projects and set priorities.
* Clearly communicating instructions and information to team members
* Enjoys sharing knowledge and responsibilities in a timely and professional manner.

**PERSONAL ABILITIES**

* Excellent listening and empathy skills
* Quick learner and can easily adapt to new and changing situations
* Willing to work in rotating shifts, weekends, and holidays
* Ability to handle work pressure

**ACADEMIC QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Examination** | **University** | **Year of Passing** | **Grade (Class)** |
| **S.S.C** | Mumbai | March 2003 | 1st  |
| **H.S.C** | Mumbai | February 2005 | 1st  |
| **T.Y.B.Com** | Mumbai | March 2008 | 2nd  |

I hereby declare that all the information provided by me in this application is factual and correct to the best of my knowledge and belief.

**Date:**

**Place:** **Dilip Singh Khichi**