

ANUPAM DUBEY

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Objective

To work in an acclaimed and reputed company and to develop my technical and interpersonal skills that will give me an opportunity of self-growth with the growth of the organization.

Professional Experience

- Currently working in **Wipro Technologies for Microsoft in Project management role as Quality Analyst** with 6+ years of career experience. Desires a challenging role as a Manager where exceptional project management and customer service skills can contribute to a growing organization.

My Current Role

- Performing Technical Quality audits for Skype for business engineers. Implementation of new updates with the help of engineering team requested by client.
- Auditing and Monitoring all incident related activities within the project to ensure all the parameters are met.
- Responsible for scheduling quarterly Management review meetings to ensure ISO/Quality programs are operating in the most efficient and accurate way. Managing team reports (Quarterly, Monthly, weekly).
- Develops and implements a quality system, ensuring both compliance to high standards and a quality focused workforce, including the design and management of basic policies, programs, standards and methodologies for the assurance of quality production. Sets standards of performance for quality and measures progress. Analyzes progress and takes corrective action. Implements Lean Six Sigma processes wherever possible.
- Direct and coordinate a team of Quality & Production Leaders to achieve continuous auditing of the quality levels in the process. Working for implementation of Agent improvement plan and Performance Coaching and Counselling Program within the process.

Employment History

- Worked for **HCL Technologies limited IOMC (Infra domain) on the project of Cummins Business Services as Senior Analyst in Incident Management team from July 2014 to July 2016.**
- **Worked for Ericsson India Global Services from 23th July 2013 to 8th July 2014 as SRF Engineer in NVD team for SPRINT Nextel Corporation.**
- **Worked for HCL Technologies limited from 19th September 2012 to 22nd July 2013 as Technical Support Engineer for cell site provisioning project under SPRINT Nextel Corporation.**

AREA OF EXPERTISE:

- Customer-oriented and focused approach.
- Leadership and team building
- Production and quality control
- Project management
- Regulatory compliance
- Troubleshooting and Issue Resolution.
- Root Cause Analysis.
- Providing Training and feedback.
- Client Relationship Management.

- Detailed Documentation.
- Organization and presentation abilities.
- Prepare management reports.
- Exceptional listening and analytical skills.
- Critical thinking and problem-solving skills.

Certifications and training:

ITIL certified, PMP trained, Lean trained.

Education

2012	B.M.A.S Eng. College, Agra U.P.	76.5%	B.Tech (CSE)(U.P.T.U)
2008	S.S.N Inter college Etawah U.P.	71.4%	ClassXII (U.P.Board)
2006	S.S.N Inter college Etawah U.P.	77.7%	Class X (U.P.Board)

Technical Skills

Tools: CAP, View point, Verint, Speech miner, Colossus, NRM, WISOR, LEC GUI Software's, Remedy 8.1. MS Excel, PowerPoint, lotus notes.

Product and technology: Lync, Skype for business, Exchange, Teams, SharePoint, Computer networks, LTE, Basic Java.

Achievements

- Rated as employee of quarter twice while working with Hcl Technologies and 4 times while working with my current organization.
- Number of appreciation emails from client/managers multiple times.
- Got number of prizes for good co-ordination and management skills in different events.

Personal Information

- **Father's Name:** Mr. Ajay Kumar.
- **Date of Birth:** 4th July 1992.
- **Marital Status** - Married
- **Permanent Address** – House No. # 2147/B, S.G.M Nagar, NIT Faridabad 121001

I declare that the information furnished above is true to the best of my knowledge.

(ANUPAM DUBEY)