OBJECTIVE:-

To be a part of a progressive firm offering opportunity for career advancement and Professional growth and which will help me gain sufficient knowledge and to work with challenging environment where I can be a valuable team member contributing my ideas and put my best in every task undertaken.

Microsoft Certified 70-703

Registration: 35847243

**Organization: Adecco India private limited from 2015 Feb to 2016 Aug**

PROJECT PROFILE:-

**Application: - DMS and Sales Force Automation**

**Company : - PEPSICO India Holdings Pvt. Ltd**.

**Team Size :- 6**

**Role : - SDI (SAMNA Deployment and Implementer)**

**Key words :-** Sales Management, Distribution Management, Sales Automation, Inventory Management, Sales Calls, Improved Customer Service, Fixed Discounts, Ordering Time, Sustaining Market Leadership

**Description:-**

**3 Years of working experience in Software deployment and Maintenance Projects of FMCG company (PEPSICO).**

The main objective of this project is to provide Centralized Field Sales Force Automation solution powered by **SAMNA** (Sales Automation Management for The New Age)for the Pre Sales Representatives for increasing the overall productivity of the process of selling SAMNA is a sales automation application and acts as a Management Information Tool for PSRs, sales automation tools and its utility in managing information of sales force in the areas like inventory, account, and time & territory management and overall productivity of the sales force.

It is a web based solution manages and automates the activities of distributors, sales and trade marketing representatives. It includes inventory receipt, route planning, sales projection, pre-sales, van sales and collections.

##### **Roles & Responsibilities:-**

* Involved in Handle device Application troubleshooting.
* Worked in Data Entry Operator training on Central System
* Taking care of Sales person training on Handle Device
* Central System Installation and Troubleshooting.
* Reports Generating.
* Good knowledge in **FMCG sales**
* Experience in handling **Training sessions** to the Clients/Sales team.
* Experience in giving support to clients on inventory management and transactions.
* Experience in giving Remote support using tools like **Team viewer.**
* Experience in configuring and solving technical issues in PDAs(Android/Windows based mobile devices)
* Good communication and work with experience with sales team in market
* Experience in developing and implementing data collection systems and other strategies that optimize statistical efficiency and data quality.
* Experience in acquiring data from primary or secondary data sources and maintain databases/data systems
* Extensive experience in identifying, analyzing and interpret trends or patterns in complex data sets
* Strong experience in filtering and clean data, and review computer reports.

**Organization: Manpower Group Services Pvt. Ltd. 2016 Sep to 2018 March**

PROJECT PROFILE:-

Title : E-ROUTING.

**Company: PEPSICO India Holdings Pvt. Ltd.**

**Team Size: 13**

**Role : GTM-ROUTER**

**Description:**

* The objective of this project is to analyze the business and to provide requirements sales team in which **Optimal routes are made through Software called Road net**. It makes routes primarily basis Four parameter: Number of Outlet, Current purchase frequency, Distance between Outlet & Volume of an outlet.
* It uses historical data including preferred delivery times, open/close time, purchase frequency, volume and geographic location to create optimized and balance territories to improve KPI (Strike Rate, Call Completion, Green Call, TLSD & LPSC etc.).

This App based solution manages and automates the activities of distributors, sales and trade marketing representatives. It includes inventory management, route planning, sales projection, pre-sales, van sales and daily transactions of business partners.

Our tools provide advanced route optimization across a wide variety of planning scenarios from territories and master routes through to extremely dynamic routing environments driven by real-time demand at the point of sale. Descartes Route Planning solutions help to decrease costs, improve service, increase productivity, and reduce the environmental impact of your fleet.

### Descartes Route Planning solutions benefit-driven capabilities include:

* **Strategic Delivery Planning**: Optimize and build new services, sales/distribution territories and replenishment strategies that maximize customer service and profit.
* **Daily & Multi-day Route Planning**: Basic and advanced features to accelerate your ability to continuously create optimal reliable routes using fewer trucks, miles and drivers.
* **Reservations**: Enables real-time appointment scheduling to make pick-up, delivery, or service commitments that help keep fleet operations productive and profitable and increase customer satisfaction.
* **Sales and Merchandiser Management:**Benefit from straight forward planning and productivity management for mobile workers (sales, merchandisers, and other field personnel).

**Organization: CMS IT SERVICES, Bangalore from 2018 March 26th To Till Now**

PROJECT PROFILE:-

**Application : - Patch Deployments with Big Fix End point tool**

**Company : - Exide Life Insurance and Crisil S&P Global Company**

**Role : - Customer Support Engineer**

## **Key deliverable:**

* Patch Management: I have worked on patch management. I have 2year 1month of experience in this process. My job is to ensure maximum compliance. I have been involved in trouble shooting which involves log management and finding out root cause of Problem Using Big fix tools
* Good Knowledge in RDS (Performing support by taking user system remotely & resolving the issue).
* Manage the configuration and performance of all workstations and servers
* Configuring email Ids and troubleshooting Microsoft Outlook/Project2003/2007/2010/2013/2016 on client systems and Mobiles.
* Asset & Inventory Management.
* Attending customer calls through email and phone and keeping a track of all calls.
* Can handle the assigned task and deliver the result with good quality & Client satisfaction.
* Can perform under pressure and complete the given task within TAT.
* Always eager to support the organization in whatsoever manner with the available skills.
* Maintaining the File Server and giving the access on department Shared Folders to users.
* Active directory users and groups management.
* Responsible for the installation operating system windows 2007
* Installing Configuring and troubleshooting of various kinds of Printers Scanners
* Good knowledge in SCCM 2012r2 Server administration
* Configuring and troubleshooting of configuration manager Roles.
* Installing removing and rebuilding of secondary sites and distribution points.
* Good experience building out Virtual Servers on hyper-V
* Installed client through SCCM console and troubleshooting the client issues.
* Creating software packages in primary site and deploying in distribution points.
* Installed and Configured WSUS Servers for Microsoft Patches.
* Patch management – Patch deployments and testing and also configuration and run through checklist for any patch deployments. Security & office patches management using SCCM.
* Monitoring the health state of all SCCM Servers & services running on those servers.
* Installing DP, MP, SUP and site installation when there is requirement.
* Checking hardware and software inventory reports using SCCM console.
* Trouble shooting client connectivity and package installation issue by analysis of log.
* Performing WMI repair, re-installation of client.
* Perform software distribution and ensure successful deployment to end user.
* Resolving issues related to SCCM client agent installation.
* Updating servers and desktops with latest service packs hot fixes Microsoft Security Patches and McAfee updates.
* WDS installation and configuration.
* Knowledge in Operating System Deployment using SCCM 2012.
* Operating system: Windows family.
* 100% Adherence to SOPs.
* MS Office 2010,13,16
* Experience in migrating the desktop and laptops with windows7 and windows 10.
* Good Knowledge in RDS (Performing support by taking user system remotely & resolving the issue).
* Manage the configuration and performance of all workstations and servers.
* Configuring email Ids and troubleshooting Microsoft Outlook/Project 2003/2007/2010 on client systems and Mobiles.
* Updating servers and desktops with latest service packs hot fixes Microsoft Security Patches and McAfee updates.
* Maintaining the File Server and providing the access on department Shared Folders to users based on HOD approvals.
* Asset & Inventory Management.
* Attending customer calls through email and phone and keeping a track of all calls
* Can handle the assigned task and deliver the result with good quality & Client satisfaction.
* Can perform under pressure and complete the given task within TAT.
* Always eager to support the organization in whatsoever manner with the available skills.
* Maintaining the File Server and giving the access on department Shared.

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| **PERSONAL DATA:**  **Name: THAKUR AKASH SINGH**  **Date of Birth:** 19-01-1990  **Nationality**: Indian  **Marital Status:** Single  **Languages Known:**  English, Hindi, Telugu.  **Address For Communication:** S/O : THAKURJAGADEESH SINGH  Badangpet (vill),  Saror nagar mandal (post), (DistR.R), T.S  Pin – 500058  **Mobile No:** +917396912483  **Permanent Address:**  Badangpet (vill),  Saror nagar mandal (post), (DistR.R), T.S  Pin – 500058 | * Responsible for the installation operating system windows 2007 * Installing Configuring and troubleshooting of various kinds of Printers & Scanners * Configuring the network printer on server and sharing it over the network * knowledge of Network, Configuring and Troubleshooting of Routers and Switches * Hardware Installation, Maintenance & Trouble shooting.   **EDUCATIONAL PROFILE:-**   * B.A from Ambedkar university * Intermediate from open school Society * SSC from Satyam High School. |

Date: (Thakur Akash Singh)

Place: