
PRATHMESH KISHOR LAD

Current Address: Sharjah (United Arab Emirates)

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KEY SKILLS

- Problem Solving.
- Dedication.
- Customer Handling.
- Leadership.
- Learning Attitude.
- Teamwork.



A COMPETENT MULTI-TASKING WITH 10 YEARS OF EXPERENCE

INTERESTED AND EXPERTISE AREAS

- SYSTEM SUPPORT
- STORE MANAGEMENT
- ACCOUNTING & FINANCE
- SALE & MARKETING
- RELATIONSHIP MANAGEMENT
- SUPPORT AFTER SALES AND SERVICES

TECHNCAL SKILLS

- SYSTEM SUPPORT INCLUDING TROUBLESHOOTING
- MICROSOFT WINDOWS
- SYSTEM APPLICATONS AND WEB APPLICATIONS SUPPORT
- MICROSOFT APPLICATON (WORD, EXCEL, POWERPOINT, OUTLOOK)
- CCTV & NETWORKING

CERTIFICATION AND ACADEMIC EDUCATION

Course/Degree	Institute/Board	Year Of Passing
B.Com	Mumbai University	2009
H.S.C	Maharashtra Board	2006
S.S.C.	Maharashtra Board	2004
CCNA CCNP (Qualified)	RST Forum	2017

WORK EXPERIENCE

A)

Company Name: Access System (Sanneet Computers)	Designation: Helpdesk Support	Period: Dec 2022 to Present
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Job Responsibilities: CERSAI (CKYC) project

- Providing first level of support to Bank and Financial Institution who's using CKYC portal
- Handling calls and tickets
- Handling bulk upload queries over email or call
- First level SFTP and API support
- Supporting Financial Intuition with start to end registration process

B)

Company Name: SFS Allianz PVT. LTD.	Designation: Field Executive (Collection)	Period: April 2019 to Nov 2022
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Job Responsibilities:

- Doing follow up for outstanding payments.
- Visiting customers residence or office address for payment follow up.
- Discussing about dues and convincing to pay their dues
- Visiting Traced Address.
- Taking PTP's and Follow-ups for the same.
- Collecting payments and providing receipts for the same.

C)

Company Name: Tej Facility & Security Pvt. Ltd.	Designation: Account Executive	Period: May 2016 to Apr 2019
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Job Responsibilities:

- Handling software related issues by logging complaint, follow-ups, and getting it resolved.
- Responsible for Billing and salary.
- Maintaining records of Payment and Expenses.
- Handling store Responsibilities
- Handling office administration duties.

D)

Company Name: TRIG Security Pvt. Ltd.	Designation: Branch coordinator cum Store Keeper	Period: Apr 2014 to Feb 2016
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Job Responsibilities:

- Handling Store.
- Execution and Coordination between Branches and HO.
- Responsible for all stock and inventory.
- Review reports to ensure that all inventory accounted actually according the physical stock.
Perform cycle count periodically on schedule to ensure the physical stock is equal to the stock in data base manage system.
- Making registration of New Guards in Companies software with their personal details.
- Generating ID cards of New recruited guards in company software.
- Providing Uniforms and other accessories to guards and making an entry for same.
- Generating Monthly Bills of Customers
- Making salaries of Guards and doing entries in company software.

E)

Company Name: Om Infocom	Designation: System Support Engineer (Field Work)	Period: May 2013 to March 2014
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Job Responsibilities:

- Providing System Support by visiting customer place.
- Assembling and Upgrading Systems.
- Formatting, Installing windows OS, Basic Software's, AV, licensed Software etc.
- Installing Devices and Drivers, CCTV etc.
- Troubleshooting.

F)

Company Name: Wep Solution	Designation: System Engineer	Period: Dec 2010 to Feb 2013
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Job Responsibilities:

- Providing Support to West Zone branches remotely and by visiting branches personally.
- Outlook configuration, Configuring rules in outlook etc.
- Resolving outlook related issues.
- Upgrading existing systems by Installing hardware and software's, AV.
- Troubleshooting.
- Blocking non-official web sites through Open DNS.
- Identifying Vendors for purchasing of Printers, Devices and other Accessories.

G)

Company Name: HCL Info system Pvt. Ltd.	Designation: System Support Engineer	Period: Nov 2009 to Dec 2010
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Job Responsibilities:

- Providing system support to store and account department.
- Installing new Devices/Hardware and drivers.
- Installing Basic software, E-scan AV, SAP, and Y-soft.
- Configuring outlook, configuring rules in outlook etc.
- Resolving outlook related issues.
- Other Troubleshooting.

LANGUAGES KNOWN

English	Read Write Speak
Hindi	Read Write Speak
Marathi	Read Write Speak

PERSONAL DETAILS

Date of Birth: 23/08/1988	Passport No: C4183329	Nationality: Indian	Marital Status: Married
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Date & Place:

Signature

(Prathmesh Kishor Lad)