

Contact

Navi Mumbai
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Top Skills

Sales Operations
Customer Relationship Management (CRM)
Business-to-Business (B2B)

Languages

Punjabi
Sindhi

Jaikishan Gawdi

Technical Subject Matter Expert
Mumbai

Summary

Seasoned professional with 10 years of experience. Expert in Team Management, Team Leading, Client Relationship Management, Process Management, Team Handling
3+ years of experience in Manual and automated software testing. Strong knowledge on Software development lifecycle and testing processes.

Experience in identifying Test Scenarios and preparing Test cases for Functional Testing and Regression suites.

Experience in Functional Testing, System Testing and User Acceptance testing.

Excellent Communication skills with ability to work independently as well as in a team.

Good interpersonal skills, Committed and a Quick learner.

Experience

Accenture

Technical Subject Matter Expert
March 2014 - April 2019 (5 years 2 months)
Airoli

[Data Centre in North America]

Role: Quote Support Specialist

Key Responsibilities:

Work seamlessly with sales and other support functions to technically analyze the requirements in Quotes and provide strategic input.

Assist Sales team in Pre-sales and proposals

Provide Solution architecture to the projects

Create and engage partner ecosystem for Solution Development and Deployment.

Understanding of Data Center Space and power variants with interconnection offerings.

Experience in dealing with complex environments.

Excellent people handling and communication abilities.

Identify and work with ecosystem of solution partners and stitch complete solutions to meet customer's needs
Work with internal stakeholders for approvals, solution, etc.
Guide delivery team to build skills and transfer knowledge and handhold them to deliver projects successfully.
Manual SO's), Network Ports etc.
Expedites & Out of Process.
Product Configuration in Oracle Application.
Manual Service Order / Service Order Amendment creation
Participate in Enhancement Designs and Prepare Test Case and UAT Testing before live for Production Users. Enhancement Conceptualizing from BRD, Demand, Finance Approval and Testing post System Integration.
Cloud Services, CRM Testing & STLP.

Achievements:

Promoted to Subject Matter Expert within a year
High Contributor in Business Operation Delivery and Client Value Creation

Convergys

Sr Technical Support Officer

October 2012 - February 2014 (1 year 5 months)

Thane

Client: OPTUS

Deal: ONC - On Net Cable

Role: Inbound Technical assistance to customers to resolve their Broadband and Telephony connectivity issues.

Provide support via remote access.

Maintaining Customer Hardware Health Check and providing Technical assistance.

Generating Work orders and scheduling Site tickets for engineers to visit customer premises and resolve and cabling issues from HUB to customer premises.

Running Live tests to check area specific connectivity dropouts and highlight to T2 Engineers to fix before customer impact.

Achievements [Client Recognition]

Optus - Ambassador Call of the Year 2013

NMFI

Senior Graphic Designer

June 2009 - July 2011 (2 years 2 months)

Mumbai, Maharashtra, India

Dev Infotech

Customer Service Representative

June 2007 - May 2009 (2 years)

Mumbai, Maharashtra, India

Handling Inbound Customer Queries, Dispute Resolution, IT Ticket Status Update. Escalation Reporting etc

Education

Maya Academy of Advanced Cinematics

Bachelor of Arts in Animation and Visual Effects, 3D Animation · (2010 - 2013)

Sanpada College Of Commerce and Technology

HSC, BCOM, Commerce · (2005 - 2010)

Navi Mumbai High School

SSC · (1999 - 2005)